



# **Ohio Water/Wastewater Agency Response Network (OH WARN) Operational Plan**

August 1, 2021  
Version 1.3



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August 2021

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Changes to this document are expected due to lessons learned, updates to protocols, and/or modification to the OH WARN Agreement. OH WARN will document all changes to the Plan according to the following procedure:

1. Record updates/changes on the log below. (Add new pages as needed.)
2. The OH WARN Steering Committee approves updates to this OH WARN Operational Plan and electronically advises all Utility Members and Associate Members when approved updates have been made and are available on the OH WARN Website.
3. Members shall replace old pages with current pages and destroy outdated material.

Version Number	Date of Approval	Section #, Header, and Page #	Brief Description of Change	Approved by
1.0	02/05/10		Initial document	R. Halperin
1.1	04/03/17		Update	D. Key
1.2	01/01/20		Update	D. Moore
1.3	8/1/21		Update	



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**AWWA**

American Water Works Association

**DERR**

Division of Emergency and Remedial Response

**DOC**

Department Operations Center

**EMA**

Emergency Management Agency

**EMAC**

Emergency Management Assistance Compact

**EOC**

Emergency Operations Center

**EOP**

Emergency Operations Plan

**ERP**

Emergency Response Plan

**ESF**

Emergency Support Function

**FEMA**

Federal Emergency Management Agency

**HSEEP**

Homeland Security Exercise and Evaluation Program

**HSPPD8**

Homeland Security Presidential Policy Directive 8

**IAP**

Incident Action Plan

**IC**

Incident Commander

**ICS**

Incident Command System



**MAAOP**

Mutual Aid Assistance Operations Plan

**MACS**

Multi-Agency Coordination System

**NIMS**

National Incident Management System

**NRF**

National Response Framework

**OAWWA**

Ohio American Water Works Association

**ODH**

Ohio Department of Health

**Ohio DPS**

Ohio Department of Public Safety

**Ohio EPA**

Ohio Environmental Protection Agency

**OH WARN**

Ohio Water/Wastewater Agency Response Network

**ORWA**

Ohio Rural Water Association

**OWEA**

Ohio Water Environmental Association

**PA Program**

FEMA Public Assistance Program

**SME**

Subject Matter Expert

**Ohio RCAP**

Ohio Rural Community Assistance Program

**U.S. DHS**

U.S. Department of Homeland Security



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**U.S. EPA**

U.S. Environmental Protection Agency

**USACE**

U.S. Army Corps of Engineers

**WARN**

Water/Wastewater Agency Response Network

**Activation**

Occurs when one Member utility calls another Member utility to discuss the exchange of resources.

**Agreement**

The Ohio Water/Wastewater Agency Response Network Mutual Aid Agreement.

**Associate Member**

Any non-utility, non-voting member of OH WARN that provides a support role to the OH WARN program, but does not sign the Agreement. Also known as Advisors subject matter experts (SME), or vendors.

**Authorized Official**

An employee of a Member who is authorized by the Member’s governing board or management to request assistance or offer assistance under the OH WARN Agreement.

**Confidential Information**

Any document shared with any signatory to the OH WARN Agreement that is marked confidential, including but not limited to any map, report, notes, papers, opinion, or e-mail which relates to the system vulnerabilities of a Member or Associate Member.

**Emergency**

A natural or manmade event that is, or is likely to be, beyond the control of the available services, personnel, equipment, and facilities of an OH WARN Member.

**Incident**

In this document, the term incident is used as a generic description for a planned event, a small incident, or major disaster.

**Member**

Any public or private water or wastewater utility that manifests intent to participate in OH WARN by executing the OH WARN Agreement.

**Mutual Aid**

Mutual aid is the sending and receiving of personnel, equipment, and resources without the expectation of reimbursement. The OH WARN Agreement may be executed under the same understanding if so agreed between both parties in writing prior to sending aid.

**Mutual Assistance**

While operationally consistent with mutual aid, mutual assistance is the provision of personnel, equipment and resources with the understanding that reimbursement is expected as described in the OH WARN Agreement.

**National Incident Management System (NIMS)**

A national, standardized approach to incident management and response that sets uniform processes and procedures for emergency response operations.

**Non-Responding Member**

A Member that does not provide assistance during a period of assistance under OH WARN.

**Period of Assistance**

A specified period of time during which a Responding Member assists a Requesting Member. The period begins when personnel, equipment, or supplies depart from a Responding Member’s facility and ends when the resources return to their facility (portal to portal). All protections identified in the Agreement apply during this period. The specified period of assistance may occur during response to or recovery from an emergency, as previously defined.

**Requesting Member**

A Member who requests assistance under OH WARN.

**Responding Member**

A Member that responds to a request for assistance under WARN.

**Work or Work-Related Period**

Any period of time in which either the personnel or equipment of the Responding Member are being used by the Requesting Member to provide assistance. Specifically included within such period of time are rest breaks when the personnel of the Responding Member will return to active work within a reasonable time. Also, included is mutually- agreed-upon rotation of personnel and equipment.

Mutual aid and assistance agreements such as Water/Wastewater Agency Response Networks (WARNs) help local jurisdictions respond to incidents that call for resources beyond the capability of a local utility. The OH WARN Mutual Aid Agreement identifies the administration of the program, describes how to access mutual aid/assistance, specifies reimbursement procedures for the use of resources, and authorizes the creation of a OH WARN Operational Plan.

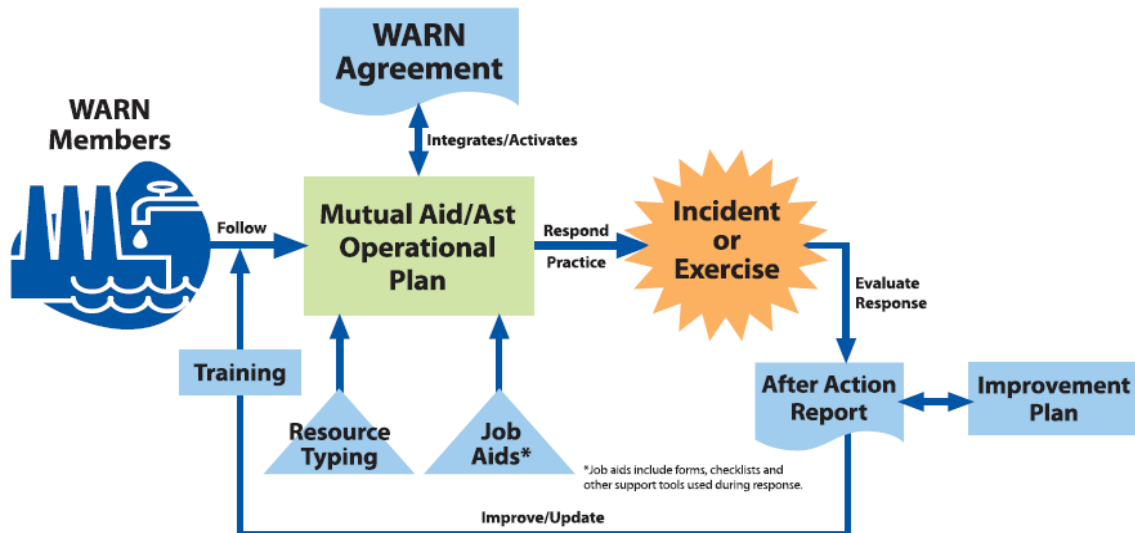
While the OH WARN Agreement is the legal instrument authorizing the exchange of resources, the OH WARN Operational Plan is the operational extension of the OH WARN Agreement and outlines the procedures that need to be in place to make the Agreement work. The OH WARN Operational Plan describes how to implement the Agreement. Other documents, such as the American Water Works Association's (AWWA) *Water Sector Resource Typing Guidance*, identify the type of teams and associated equipment that utilities may request<sup>1</sup>. All three of these documents (the OH WARN Agreement, OH WARN Operational Plan, and *Water Sector Resource Typing Guidance*) are interrelated and support the mission of OH WARN. Other job aids are included in Section 10 and more may be developed in the future to help facilitate the implementation of the OH WARN Operational Plan.

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<sup>1</sup> AWWA developed the AWWA *Water Sector Resource Typing Guidance* to provide guidance to water and wastewater utilities when they request and provide mutual aid/assistance resources during and after an emergency. Resource typing is the categorization and description of response resources that are commonly exchanged in disasters through mutual aid/assistance agreements. For more information on resource typing, visit <http://www.fema.gov/national-incident-management-system/national-integration-center-resource-management> The AWWA *Water Sector Resource Typing Guidance* is available at [www.nationalwarn.org](http://www.nationalwarn.org).



Figure 1 shows how Utility Members activate the OH WARN Agreement by following the OH WARN Operational Plan and illustrates how Resource Typing is integral to requesting mutual aid/assistance. Exercising the OH WARN Operational Plan, and using Resource Typing and other tools or job aids, ensures proper functionality of OH WARN.



**Figure 1: Utility Members Follow the OH WARN Operational Plan to Activate the Agreement**

### Section 1.1 Purpose of the OH WARN Operational Plan

The OH WARN Operational Plan is an instructional guide for OH WARN Utility Member and Associate Members describing the use of the OH WARN Agreement and the coordination of resource flow. It is not designed to be a command and control element outside of the emergency management system. Rather, it is a coordination tool within the emergency management system. The OH WARN Operational Plan facilitates integration of Utility Member's actions before, during, and after an incident, including those actions that occur prior to a formal emergency declaration. The OH WARN Operational Plan also describes how to sustain operations throughout the emergency and into recovery. Specifically, the OH WARN Operational Plan achieves the following goals:

- Describes the pre-emergency governance structure of the OH WARN program
- Describes training, exercises, and procedures to update the OH WARN Operational Plan
- Provides a general set of procedures for coordinating with Associate Members and other response partners
- Provides a general set of procedures for activating the OH WARN Agreement



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- Provides a general set of procedures for mobilization of OH WARN Utility Member resources
- Provides a general set of procedures for internal OH WARN response coordination
- Describes documentation and forms for OH WARN standard reporting formats
- Describes communications tools for OH WARN Utility Members
- Describes a general set of procedures for writing an After Action Report and Improvement Plan

The OH WARN Operational Plan also addresses how OH WARN will utilize other available tools, such as the AWWA *Water Sector Resource Typing Guidance*.

### **Section 1.2 Organization of the OH WARN Operational Plan**

Table 1 shows how the OH WARN Operational Plan is organized. Notably, Sections 5.0, 6.0, 7.0, 8.0 and 10.0 (the bold sections in the table) address actions that will be taken by OH WARN Utility Members during an emergency.

**Table 1 OH WARN Operational Plan: Content & Purpose by Section**

Section	Content	For use by:	When it is used:
1.0	Introduction	Utility Members and Associate Members	Pre-Emergency
2.0	Roles and Responsibilities	Staff responsible for administrative and preparedness activities	Pre-emergency
3.0	Training, Exercises, and Updates	Staff responsible for preparedness activities	Pre-emergency
4.0	Concept of Operations	Staff planning and establishing WARN operations prior to an emergency	Pre-emergency
5.0	WARN Activation	Utility Members requesting assistance and Utility Members responding to requests	During WARN activation
6.0	Response Considerations	Utility Members responding to requests	During WARN activation
7.0	WARN Response Coordination	WARN Response Team Members helping to coordinate the WARN Member's response during an emergency	During WARN activation
8.0	WARN Communication Tools	Utility Members requesting assistance and Utility Members responding to requests	During WARN activation
9.0	After Action Report and Improvement Plan	Staff responsible for post-incident activities	Post-emergency
10.0	Attachments	Utility Members requesting assistance and Utility Members responding to requests	During WARN activation

### Section 1.3 Assumptions

Several key assumptions form the basis of this document and implementation procedures for the OH WARN:

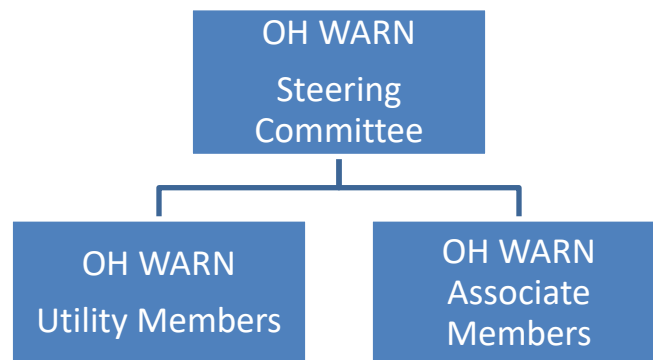
- **Emergency Response Plans are in place.** While utility-specific Emergency Response Plans (ERPs) are not within the scope of this document, OH WARN encourages all utilities to develop or update an ERP. With the establishment of the National Incident Management System (NIMS), ERP updates include how a utility uses the Incident Command System (ICS), how a utility integrates with its local emergency management and response agencies, and how the ERP addresses vulnerability assessments, if they are also completed. Additionally, Utility Member's ERPs can integrate expected WARN activities. **Designated personnel are trained according to their ERP, ICS, NIMS, and Resource Typing.** In order to respond to all emergencies, Utility Members can provide practical employee training regarding the utility ERP, ICS, and NIMS. Additional training on how to use mutual aid/assistance resources ensures the ability to coordinate response with outside agencies. **Section 3.0** of this document includes a list of recommended NIMS and ICS trainings. Additionally, employees can be familiar with resource typing efforts such as that described in the AWWA *Water Sector Resource Typing Guidance*.
- **Utilities have signed a single, statewide omnibus WARN Agreement.** The OH WARN Agreement establishes the foundation of OH WARN and serves as the legal instrument authorizing the request for mutual aid/assistance, provides a mechanism for reimbursement, identifies the legal protection and immunities for employees and for use of resources, and establishes eligibility for possible federal reimbursement of expenditures associated with mutual aid/assistance.
- **Utilities have responsibility for integration of the OH WARN Operational Plan.** The OH WARN Steering Committee approved the OH WARN Operational Plan with feedback from a review team and distributed the plan to educate Utility Members and Associate Members. It is the Utility Members' and Associate Members' responsibility to integrate the OH WARN Operational Plan into their respective emergency response or emergency operations plans. Descriptions of the OH WARN Operational Plan and suggested training do not replace other regulated trainings, such as those required for hazardous materials response.
- **The OH WARN Operational Plan is coordinated with local and state authorities.** Coordinated response and access to restricted areas relies on communication between OH WARN and the following groups or organizations:
  - Utilities
  - Local emergency management agencies
  - State emergency management agency
  - State drinking water primacy agency
  - State wastewater permitting authority

- Local and State law enforcement authorities

The relationship between OH WARN, state and local agencies, and utilities, is defined by the OH WARN Agreement and documented in this OH WARN Operational Plan. Exercising with Utility Members, Associate Members, and other response agencies facilitates an increased level of preparedness to respond to an actual emergency.

## SECTION 2.0 ROLES & RESPONSIBILITIES

OH WARN Members plan and prepare for a real incident prior to responding. Likewise, the OH WARN Steering Committee relies on membership involvement to help organize the activities, plans, and resources to ensure continued operability of OH WARN. The following diagram identifies the relationship of the Steering Committee, Utility Members, and Associate Members.



**Figure 2: Elements of the OH WARN Organizational Structure**

### Section 2.1 Utility Members

A Utility Member is any public or private water or wastewater utility that signs the OH WARN Agreement. OH WARN encourages Utility Members to participate in the annual meeting, trainings, and other activities. Utility Members are eligible and encouraged to participate in committee activities to support OH WARN. Utility Members can participate in more than one committee activity. Utility Members are required to identify an Authorized Representative and alternates to manage its participation in OH WARN.

Utility Members vote to elect Steering Committee members. Utility Members also vote on updates to the Agreement and other topics related to the operations of the Agreement. Each Utility Member has one vote regardless of size. A utility that operates both water and wastewater services has one vote. A private utility with multiple service locations also has just one vote (in relation to one decision-making board).

#### Section 2.1.1 Pre-emergency Responsibilities

Utility Members are responsible for pre-emergency activities including:



- Identifying an Authorized Representative and alternates who are responsible for:
  - Activating the WARN system,
  - Authorizing the deployment of resources, and
  - Acting as the lead representative for communications and functions for their utility.
- Providing OH WARN with contact information for their Authorized Representative and alternates, and complete the utility description database with information for their utility in accordance with their policy and following the AWWA Resource Typing Manual.
- Print a hard copy of the OH WARN database on a periodic basis (i.e., every six (6) months) to ensure the information is available when a power loss disrupts computer access.
- Updating contact and database information every six (6) months or more frequently as changes occur.
- Ensuring utility employees are trained according to the current NIMS guidance and complete relevant training requirements as appropriate.
- Identifying internal procedures for how or when the Authorized Representative may request or send mutual aid/assistance.
- Clarifying reporting and coordination procedures with the local emergency management officials.
- Volunteering to support the pre-emergency organization of the WARN system, as available.
- Attending OH WARN trainings, exercises and general meetings.

### ***Section 2.1.2 Emergency Responsibilities***

Utility Members are responsible for emergency activities including:

- Making requests for assistance, as needed during emergency situations.
- Coordinating with local emergency management officials.
- Sending resources, if available, to Utility Members in need.
- Documenting and tracking resources and costs of dispatched or requested resources.

## **Section 2.2 Associate Members**

An Associate Member is any non-utility, non-voting member of OH WARN that provides a support role to the OH WARN program, but does not sign the Agreement.

### **2.2.1 Advisors**

Associate Members include advisors/representatives from the following organizations and agencies:

- Ohio Environmental Protection Agency
- Ohio Emergency Management Agency
- Ohio Department of Homeland Security
- Ohio Department of Health
- U.S. Environmental Protection Agency Region V
- Professional water/wastewater sector association representative(s) (AWWA, ORWA, OWEA, etc.).

Advisors are responsible for actively participating in the OH WARN program which includes attending meetings, assisting with planning efforts and participating in other OH WARN activities. During an emergency, Advisors will help coordinate the sharing of resources between utilities.

### **2.2.2 Subject Matter Experts and Vendors**

Subject Matter Experts and Vendors are also Associate Members that are non-utility, non-voting members of OH WARN that provide valuable information and support to the OH WARN program. Examples of SMEs and Vendors include:

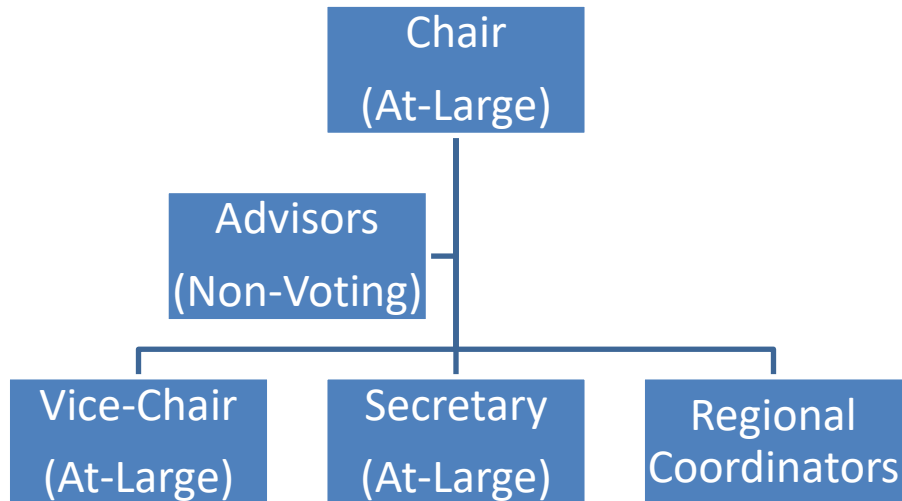
- Equipment manufacturers or representatives
- Consultants
- Hydrogeologists
- Engineers

Any solicitation that could be construed as a conflict of interest should be avoided.

### **Section 2.3 Steering Committee**

The following organizational chart identifies the relationship of the Steering Committee members.





**Figure 3: Elements of the OH WARN Steering Committee Structure**

### ***Section 2.3.1 Responsibilities***

Under the leadership of the Steering Committee Chair (also referred to as the OH WARN Chair), the Steering Committee is responsible for the following actions:

- Organize and coordinate emergency planning and response activities for OH WARN.
- Encourage the active participation of Utility Members.
- Establish regular meeting schedules to maintain continuity. Meetings shall occur at least once per quarter.
- Review, update and approve revisions to the OH WARN MAAOP and Agreement, as needed.
- Maintain communication with Utility Members regarding updates, changes, or modifications to the OH WARN system.
- Maintain the operational capability of the OH WARN Agreement.
- Represent the membership when engaged in meetings, discussions, and consultations with other associations, states, and local agencies.

### ***Section 2.3.2 Composition***

The OH WARN Steering Committee shall consist of at least ten (10) members including seven (7) voting Utility Members and at least three (3) non-voting Advisors. Three (3) At-Large

representatives from Utility Members shall serve as Chair, Vice Chair and Secretary. Regional Coordinators shall also be Utility Members with one from each of the four (4) Ohio AWWA districts (i.e., Northeast, Northwest, Southeast, Southwest) in the state. A concerted effort shall be made to include a mix of large, medium and small both private and public water and wastewater utilities for the voting Members. Associate Members (e.g., Ohio EPA, Ohio EMA, Ohio DHS, Ohio AWWA, OWEA, ORWA, Ohio Municipal League, RCAP, etc.) shall serve as Advisors on the Steering Committee. Up to five (5) Advisors may be appointed to the Steering Committee, but there must always be a minimum of three (3). Voting Steering Committee members are expected to be a member of one of the professional water or wastewater organizations (e.g., Ohio AWWA, OWEA, ORWA, etc.). The OH WARN Steering Committee shall have the following positions:

- Chair (1) – At-large
- Vice Chair (1) – At-large
- Secretary (1) – At-large
- Regional Coordinators (4)
- Advisors (minimum of 3, maximum of 5)

### ***Section 2.3.3 Appointment & Election***

Steering Committee Utility Members are nominated by OH WARN Members. The ballot will be determined by nominations received. OH WARN Utility Members shall vote to elect Steering Committee members and the Steering Committee shall ratify. Regional Coordinators shall be nominated and elected by Utility Members in their District (i.e., Northeast, Northwest, Southeast, Southwest) and ratified by the Steering Committee.

Advisors shall be recommended by any Associate Member and approved and appointed by the Steering Committee.

Members of the Steering Committee shall serve **a minimum of a two (2)-year term**. Voting and appointment shall occur at least three (3) months prior to start of the calendar year the term begins. New members must be identified by December 1<sup>st</sup> before the term begins. **Official term begins on January 1<sup>st</sup> of each calendar year and expires December 31<sup>st</sup> of the year of term expiration.** All Steering Committee members shall be eligible for a second two-year term. A Steering Committee member shall not serve for more than two (2) consecutive terms. An exception to the two consecutive term rule can be made in event that no nominations are received for a replacement. Terms shall be staggered in order to maintain continuity of purpose and progress of the Steering Committee. An exception to the two consecutive term rule shall be permitted in the case when the Vice Chair succeeds the Steering Committee Chair.

Should a vacancy (or pending vacancy) of a Utility Member held position need to be filled, nominations will be accepted and reviewed and a vote will be held with OH WARN Members to elect the replacement. Nominations may be received at any time.

Should a vacancy (or pending vacancy) of an advisor position need to be filled, the Steering Committee will notify the affected association or agency as soon as possible. Included with the notice will be a description of OH WARN, the qualifications of the advisor, the time commitment required for appointment, and timeline and format of the expected response. The goal is to appoint someone who will actively serve and be dedicated to the continuation and improvement of OH WARN.

### ***Section 2.3.4 Committee Positions***

#### **Chair**

The Steering Committee Chair is an At-Large Utility Member for which nominations were received and the individual was elected through a voting process by all OH WARN voting Members. A concerted effort will be made to ensure that the position of Chair is rotated between water and wastewater as well as small, medium and large systems. In order to be eligible to serve as Chair, the individual must have served a minimum of two (2) years on the OH WARN Steering Committee. The Chair is responsible for:

- Representing OH WARN Utility Members to Ohio EPA and Ohio EMA in emergency planning matters;
- Presiding at all duly constituted meetings of the membership;
- Acting as the Executive of the Steering Committee and an ex officio member of all standing committees; and
- Representing OH WARN to US EPA and national organizations.

#### **Vice Chair**

The Vice Chair is an At-Large Utility Member for which nominations were received and the individual was elected by all voting Members of OH WARN. The Vice Chair performs duties as assigned by the Chair. During a temporary absence of the Steering Committee Chair, the Vice Chair provides direction to the OH WARN Steering Committee. In case the OH WARN Steering Committee Chair retires, resigns, or experiences a long-term absence, the Vice Chair acts in place of the Chair until OH WARN Members elect a new Chair. A concerted effort will be made to ensure the Vice Chair's area of expertise compliments that of the Chair.

#### **Secretary**

The position of Secretary shall be filled by accepting nominations and conducting a voting process by all OH WARN voting members. The Secretary is responsible for recording proceedings at all meetings of the Steering Committee, and:

- Editing and publishing any official administrative publications for the Steering Committee,
- Receiving and maintaining a file of notes and records for the Steering Committee and subcommittees,
- Sending official messages approved by the Chair to Members – either directly or through the Regional Coordinators, and
- Performing other administrative duties as assigned.

### **Regional Coordinators**

OH WARN shall utilize existing Ohio AWWA Districts for the purpose of breaking down the State into regions for the purpose of selecting Regional Coordinators. Local Utility Members shall nominate and elect Regional Coordinators from the same region. Regional Coordinators are responsible for:

- Representing Utility Members of their region on the Steering Committee,
- Attending OH WARN Steering Committee meetings,
- Voting on matters pertaining to the operation and management of OH WARN,
- Coordinating regional activity with the local and/or regional emergency management agencies and other appropriate organizations and agencies, and
- Assisting with the preparation of the meetings, exercises and trainings.

Regional Coordinators may also serve as the Chair of an OH WARN Subcommittee.

### **Advisors**

Associate Members participate on the OH WARN Steering Committee as Advisors. The Steering Committee shall have a minimum of three (3) Advisors at all times and as many as five (5) Advisors. It is preferred that the Steering Committee always have Advisors from Ohio EPA and Ohio EMA. Advisors are required to attend OH WARN Steering Committee meetings and participate in other OH WARN activities. As Advisors, these members do not vote on OH WARN actions, but do provide valuable input. Advisors or subject matter experts are nominated by their organization and approved by the Steering Committee.

**Table 2 OH WARN Steering Committee Members**

<b>Committee Position</b>	<b>Term Expiration Date</b>
Chair	12-31-Even Year
Vice Chair	12-31-Odd Year
Secretary	12-31-Odd Year
NE District Coordinator	12-31-Odd Year
NW District Coordinator	12-31-Even Year
SE District Coordinator	12-31-Even Year

SW District Coordinator	12-31-Odd Year
Advisor 1 RCAP	12-31-Odd Year
Advisor 2 Ohio RWA	12-31-Even Year
Advisor 3 Ohio EPA	12-31-Even Year
Advisor 4 Ohio EMA	12-31-Odd Year
Advisor 5 ODH	12-31-Even Year

### **Subcommittees**

Subcommittees may include:

1. Operations (standing)
2. Response (standing)
3. Membership (ad-hoc, as needed)
4. Ballot (ad-hoc, as needed)

Additional subcommittees may be appointed to address such issues as Web content or training and exercises. OH WARN Utility Members and Associate Members may participate in one or more subcommittees. The Steering Committee approves the creation of and membership in the subcommittees.

#### **1. Operations Subcommittee**

To comply with the requirements of the OH WARN Agreement to create a Mutual Aid/Assistance Operational Plan (MAAOP), the OH WARN Steering Committee shall identify a group of Utility Members and Associate Members to perform as the Operations Subcommittee and create, maintain and update an Operational Plan to ensure OH WARN is ready to respond. The Subcommittee will be chaired by a member of the Steering Committee. This “standing subcommittee” focuses on procedures and materials designed to manage and improve the operations of OH WARN. The committee is responsible for:

- Developing, maintaining and updating the OH WARN MAAOP,
- Identifying a process for how the Steering Committee will approve and authorize the publication of the Operational Plan as well as its distribution,
- Maintaining contact with local, regional, and state emergency management agencies and Ohio EPA,
- Providing recommendations on how to manage Utility Member contact data and resource lists,
- Leading regular Utility Member training sessions to maintain familiarity with the requirements of the Agreement and the MAAOP, and



- Conducting an “after action review” of OH WARN system operations following each emergency and make recommendations for improvement.

## **2. Response Subcommittee**

The Subcommittee is comprised of Utility Members and Associate Members that are not affected by the emergency who allow trained staff to leave their unaffected home utility to staff a central coordination center to help manage the OH WARN response. Based on the circumstances of the emergency, this “WARN Response Team” may be located at the State or a County Emergency Operations Center, an OH WARN Utility Member facility, an independent operations center, or virtually as a decentralized operations center. In general, this subcommittee will take what the Operations Subcommittee has prepared and ensure volunteers are ready to respond in the event of an OH WARN activation. The NIMS concept of mutual aid/assistance discourages “self-dispatching” of resources to an emergency. In order to ensure coordinated response among the OH WARN Utility Members and avoid “self-dispatch,” OH WARN may consider training Response Team Members who would be willing to help coordinate the OH WARN system response during an emergency. The subcommittee will be led by a Chair, who is a member of the OH WARN Steering Committee.

Because of the responsibilities of this group, the WARN may consider this to be a regular standing subcommittee.

## **3. Membership Subcommittee**

When OH WARN is seeking to increase its membership, the Steering Committee may decide to create a Membership Subcommittee that will be chaired by a member of the Steering Committee. The Subcommittee is responsible for:

- Developing and/or maintaining marketing or informational materials for outreach purposes,
- Conducting informational outreach at professional association conferences and workshops to ensure presentation of the WARN concept,
- Recruiting new Utility Members, and
- Maintaining contact with Utility Members to ensure utility information is regularly updated.

## **4. Agreement/Elections/Balloting Subcommittee**

There are generally two reasons for an election or a vote: first, when Regional Coordinators or other Steering Committee members are elected to their positions; and second, when updates to the OH WARN Agreement require a vote. The Steering Committee identifies when elections or

ballots are required. This optional subcommittee may be called upon to distribute and collect ballots in order to:

- Vote on election of Regional Coordinators and Steering Committee members.
- Vote on updates to the OH WARN Agreement.

Each Utility Member regardless of size has one vote. Associate Members do not vote. Notice of a ballot and rules of the ballot process will be sent to the Authorized Representatives of Utility Members a month in advance of the voting deadline. Ballots may be in electronic or written form, and collected at either an identified meeting or by fax or e-mail, as determined by the Steering Committee. In the absence of an ad-hoc Elections/Ballot Subcommittee, the Steering Committee Chair may designate a Utility Member to manage the election/ballot process.

Following an event, or every five years, (whichever is sooner) the subcommittee may accept comments and recommended changes to the agreement from Utility Members. Two appointed legal representatives from Utility Members will review the suggestions to determine the impact on the agreement. Based on review of the impacts, the Steering Committee will determine whether to submit the changes for a vote to the Members. An announcement of the proposed changes will be made to the Utility Members and will be submitted along with a ballot and deadline for a vote. Results of the vote will be shared with the Utility Members. Utility Members not in agreement with the changes may determine whether to continue with the OH WARN program or withdraw.



## SECTION 3.0 TRAINING, EXERCISES & UPDATES

The OH WARN program may provide some trainings or participate in the trainings and exercises at the request of an individual Utility Member or at the request of a local, county, or state government exercise. Authorized Representatives, Response Team members, and other relevant stakeholders may participate. The OH WARN Steering Committee encourages Utility Members to develop multi-year Training and Exercise Plans that include the following components.

### Section 3.1 Training

The OH WARN Steering Committee may provide the following training to enhance response with mutual aid/assistance resources and ensure the ability to coordinate response with outside agencies:

- Understand the OH WARN Agreement
- Reviewing the OH WARN Operational Plan and how to fill out the appropriate forms
- Understand the OH WARN Web site, database, and other communication protocols
- Understand the AWWA *Water Sector Resource Typing Guidance*

Steering Committee members are expected to complete the following courses:

- IS-100 Introduction to the Incident Command System
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 National Incident Management System, An Introduction
- IS-800 National Response Framework (NRF), An Introduction
- ICS-300 Intermediate ICS, Expanding Incidents (Classroom Instruction Only)
- ICS-400 Advanced ICS, Command and General Staff – Complex Incidents (Classroom Instruction Only)
- 

Utility Members need to ensure all employees are trained on the utility's specific safety procedures and emergency response plan. Additionally each utility implements the NIMS training requirements according to its internal policy. Depending on the person's role in the incident, some of the training courses may include:

- IS-100 Introduction to the Incident Command System
- IS-200 ICS for Single Resources and Initial Action Incidents
- IS-700 National Incident Management System, An Introduction
- IS-800 National Response Framework (NRF), An Introduction
- ICS-300 Intermediate ICS, Expanding Incidents (Classroom Instruction Only)

- ICS-400 Advanced ICS, Command and General Staff – Complex Incidents (Classroom Instruction Only)

Utility Member representatives who serve on the Response Subcommittee/Team may also need to complete:

- IS-634 Introduction to the Public Assistance Program
- IS-701 Multi-agency Coordination Systems
- IS-703 NIMS Resource Management
- IS-706 NIMS Intrastate Mutual Aid - An Introduction
- Training on Exercise Design, The following are examples of online “Training on Exercise Design”
  1. EPA’s “How to Develop a Multi-Year Training & Exercise (T&E) Program: A Tool for the Water Sector,” which can be downloaded at [https://www.epa.gov/sites/production/files/2015-05/documents/how\\_to\\_develop\\_a\\_multi-year\\_training\\_and\\_exercise\\_plan\\_a\\_tool\\_for\\_the\\_water\\_sector.pdf](https://www.epa.gov/sites/production/files/2015-05/documents/how_to_develop_a_multi-year_training_and_exercise_plan_a_tool_for_the_water_sector.pdf)
  2. EPA’s “Tabletop Exercise Tool for Water Systems,” and the contents of the CD can be downloaded at <http://water.epa.gov/infrastructure/watersecurity/techttools/ttx.cfm>
- Training on State operational activities
  3. Training on the Emergency Management Assistance Compact (EMAC) such as “Training on the Emergency Management Assistance Compact” available at <http://www.emacweb.org/index.php/trainingeducation/emac-training-opportunities>
- Suggested NIMS IS courses for training exercises are:
  - IS-120: An Introduction to Exercises
  - IS-130: Exercise Evaluation and Improvement Planning
  - IS-139: Exercise Design and Development

### Section 3.2 Exercises

OH WARN may participate in a Utility Member’s and/or local, county, and state exercise plans. The plan could include a building-block approach in which exercise activities focus on specific capabilities in a cycle of escalating complexity. Of the seven types of exercises described by U.S.

Department of Homeland Security's (DHS) Homeland Security Exercise and Evaluation Program (HSEEP),<sup>2</sup> the Training and Exercise Plan focuses on the following three.

### ***Section 3.2.1      Tabletop Exercises***

Tabletop exercises, a type of discussion-based exercise, bring together key personnel to discuss hypothetical scenarios in an informal setting. OH WARN may organize one at their annual meeting or participate in at least one Utility Member tabletop exercise annually to assess plans, policies, and procedures, or to evaluate the systems needed to guide the prevention of, response to, and recovery from a defined incident. OH WARN may also participate in exercise programs designed and run by local or state emergency management authorities as opportunities arise.

### ***Section 3.2.2      Functional Exercises***

A functional exercise simulates everyday operations in a functional area by presenting complex and realistic problems that warrant rapid and effective responses by trained personnel operating in a highly stressful, time-constrained environment. OH WARN may participate in a Utility Member's, local government's, or state's functional exercises as opportunities arise.

### ***Section 3.2.3      Full-Scale Exercises***

Full-scale exercises focus on implementing and analyzing the plans, policies, procedures, and cooperative agreements developed in discussion-based exercises and honed in previous, smaller, operations-based exercises. OH WARN may participate in a Utility Member's, local government's, or state's full-scale exercises as opportunities arise.

## **Section 3.3      Updating WARN Documents**

Following an incident, exercise, or every five years, (whichever is soonest), the OH WARN Operational Plan Subcommittee will notify OH WARN Utility Members that comments are being accepted, collect the comments, and will revise the OH WARN Operational Plan as appropriate. The OH WARN Steering Committee reviews the revised plan and approves any changes. The OH WARN Steering Committee will also communicate OH WARN Operational Plan changes to WARN Members and Associate Members and those persons who are assigned roles within the plan.

Utility Members' and Associate Members' are responsible to integrate the updated OH WARN Operational Plan into their respective emergency response or emergency operations plans.

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<sup>2</sup> For more information on U.S. DHS HSEEP, visit <https://www.preptoolkit.org/web/hseep-resources> .

Any suggested changes that impact the OH WARN Agreement are handled separately from the OH WARN Operational Plan updates. Two appointed legal representatives from Utility Members may review the suggestions to determine the impact on the OH WARN Agreement. Based upon the review of the impacts, the OH WARN Steering Committee determines whether to submit the changes for a vote to the Utility Members. An announcement of the proposed changes is made to each Utility Member that includes a ballot and deadline for a vote. Results of the vote will be shared with all Utility Members. Utility Members not in agreement with the changes may determine whether to continue participating in OH WARN.

### ***Section 3.3.1 Using the Record of Changes Form***

The Operational Plan Subcommittee reviews the OH WARN Operational Plan and submits any revisions to the OH WARN Steering Committee for final approval. The OH WARN Steering Committee determines the process for distributing updates to Members and Associate Members. The OH WARN Steering Committee distributes announcements of updates by using the "Record of Changes" form attached at the beginning of this OH WARN Operational Plan. The OH WARN Steering Committee records any updates or changes to any part of this document.

### **Section 4.1 OH WARN Relation to Local, State & Federal Response**

The relationship between OH WARN and the local and state emergency response system is critical. According to NIMS, local jurisdictions retain command, control, and other authority over response activities for their jurisdictional areas.<sup>3</sup> Incidents typically begin and end locally and are managed on a daily basis at the lowest possible geographical, organizational, and jurisdictional level. Local jurisdictions have flexibility to adjust the scale and scope of their response to the emergency. Should the local and state jurisdictions become overwhelmed during a response; the state may request federal assistance.

The following is a list of the emergency responsibilities and levels of response that may be part of a mobilization of OH WARN. The cumulative activities mirror those described in the NIMS Multi-Agency Coordination System (MACS) Group process (for more information on MACS, see the training courses at FEMA Emergency Management Institute <https://training.fema.gov>). In general, a MACS is a combination of facilities, equipment, personnel, procedures, and communications integrated into a common system with responsibility for coordinating and supporting domestic incident management activities. While direct tactical and operational responsibility for conducting incident management activities rests with the Incident Command, the primary functions of a MACS include the following:

- Support incident management policies and priorities
- Facilitate logistics support and resource tracking
- Inform resource allocation decisions using incident management priorities
- Coordinate incident related information
- Coordinate interagency and intergovernmental issues regarding incident management policies, priorities, and strategies

OH WARN and its various levels of interaction as described below can be considered an element of a MACS providing support to local responders.

Depending on the size of the emergency, all levels of response described below may not be needed every time OH WARN is activated. *As all emergencies are local, if resource needs can be addressed by one utility calling another, that may be all that is needed.* In these situations, the Requesting Utility activates an Emergency Response incident on the website which will inform all members of the activation of OH WARN and the sharing of resources. If access to the OH WARN website is not available, notification can be accomplished via e-mail, phone, radio, fax, or other means available to any member of the OH WARN Steering Committee. For larger incidents, the

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<sup>3</sup> Page 12. Draft National Incident Management System. April 2007.



Requesting Utility shall contact a member of the OH WARN Response Subcommittee. The Response Subcommittee members shall activate OH WARN. In emergencies that affect more than one locality, coordination at the county level may be necessary. In an emergency that affects multiple counties, coordination at the state level may be necessary.



<b>Role:</b>	<b>Description of Activity:</b>
Utility Field Personnel	<ul style="list-style-type: none"> <li>• These are the utility employees in the field responding to an emergency.</li> <li>• Homeland Security Act of 2002 (P.L.107-296) and Homeland Security Presidential Directive (HSPD) 8 identify local utilities as first responders.</li> <li>• As first responders, utility employees in the field are trained and function within the Incident Command System (ICS).</li> <li>• Field personnel report to their respective employer utility while coordinating response with local emergency response agencies (e.g. law enforcement, fire, rescue, emergency medical, etc.). This is known as unity of command in ICS.</li> </ul>
Utility (Private or Public)	<ul style="list-style-type: none"> <li>• Public utilities can be part of a city or county agency, or an independently governed special district not affiliated with a city or county. Public utilities comply with specific requirements, including the use of NIMS, to be eligible for federal preparedness grants.</li> <li>• Private utilities are generally investor-owned and operated. While not required to comply with NIMS, most private utilities do as a best practice approach.</li> <li>• If the local utility is a city or county department or work unit, the utility may establish a department operations center (DOC) and/or report directly to the appropriate city or county Emergency Operations Center (EOC).</li> <li>• Special districts or independent utilities may activate an agency DOC, and/or depending on the number of cities or counties served, the utility may directly report to or participate with a city, county, or state EOC.</li> </ul>
Local Government (Cities)	<ul style="list-style-type: none"> <li>• Depending on the size and complexity of an emergency, local governments may operate EOCs to coordinate resources and manage operations within the jurisdiction.</li> <li>• Local governments may assist the local utility with the emergency, provided that local resources and supplies are available and that Local Government response resources can be dedicated to this responsibility.</li> <li>• If necessary, the city may request county and state assistance.</li> </ul>

<b>Role:</b>	<b>Description of Activity:</b>
County Government	<ul style="list-style-type: none"> <li>• Typically led by county management, a county EOC may be activated to coordinate the emergency response actions of all jurisdictions within the boundary of the county.</li> <li>• Upon request or when response to disruption of local drinking water or wastewater systems becomes a priority for the county, staff may be identified to help coordinate county resources to assist cities, special districts, and local utilities.</li> <li>• If necessary, the county may request state assistance.</li> </ul>
OH WARN	<ul style="list-style-type: none"> <li>• Designated OH WARN representatives may sit in the county and/or state EOC to facilitate information flow from damaged utilities, identify utility mutual aid/assistance resources, and coordinate response.</li> <li>• If the OH WARN representatives do not sit in the state EOC, the OH WARN representatives may meet at a designated facility, a Member utility's DOC, or at the county and/or city EOC to help coordinate OH WARN Utility Member mutual aid/assistance response.</li> <li>• Depending on the organizational plan, when in a city, county, or state EOC, the OH WARN representatives could be seated in the Operations Section, Planning Section, Response Coordination group, or another designated reporting location.</li> </ul>
State Government	<ul style="list-style-type: none"> <li>• As needed, the state coordinates state and regional resources to assist the cities and counties.</li> <li>• Typically led by state management, a state EOC may be activated to coordinate the emergency response actions of all jurisdictions within the state.</li> <li>• Upon request or when response to disruption of local water distribution becomes a priority, staff from the state drinking water primacy agency and the state wastewater permitting authority may be identified to help coordinate state resources to assist counties, cities, special districts, and local utilities.</li> <li>• As needed, the state may request assistance from the National Guard, drinking water primacy agency, wastewater permitting authority, other states (through EMAC), or federal government agencies.</li> </ul>

<b>Role:</b>	<b>Description of Activity:</b>
Federal Government	<ul style="list-style-type: none"> <li>• As a support agency to Emergency Support Function #3 (ESF #3), Public Works and Engineering, EPA works closely with the U.S. Army Corps of Engineers (USACE) and Federal Emergency Management Agency (FEMA). EPA is also the sector specific agency for the water sector as detailed in HSPD-7.</li> <li>• When local drinking water or wastewater system disruption necessitates federal assistance, FEMA coordinates federal emergency response resources through ESF #3. As an ESF #3 primary agency, USACE is responsible for coordinating supplemental assistance to state and local jurisdictions.</li> <li>• Water infrastructure may also be supported by other ESFs, such as 4, 8, 10, 11, and 14.</li> </ul>

## Section 4.2 Response Considerations by Role

According to NIMS, all emergencies are local and begin with the field<sup>4</sup> response. It is important that OH WARN Utility Members understand how to optimize and work within the Incident Command System (ICS) during a response. As described in **Section 3.0**, the appropriate NIMS IS-100 and 200 training courses are available online. The following is a description of how OH WARN might anticipate the use of ICS in connection with OH WARN.

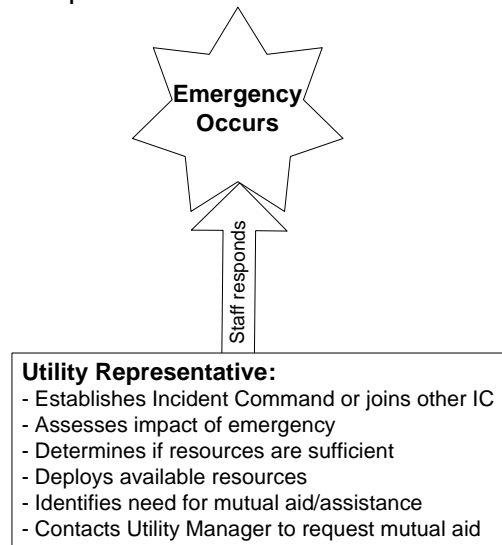
### Section 4.2.1 Field Response

Using ICS, designated utility field personnel manage personnel and resources to carry out tactical decisions and activities in direct response to an incident or threat. **Figure 4** demonstrates utility field personnel actions at a remote facility, plant, or main break.

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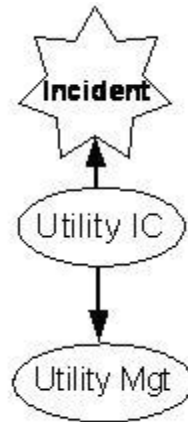
<sup>4</sup> “Field” refers to any response remote from the utility headquarters. This could include response to a filter plant, pumping plant, pump station, main break, etc.

When the incident is a utility-specific event (such as a major water main break, or damage to a treatment plant, water pump, or enclosed clean water reservoir, etc.) the first utility responder to the scene becomes the Incident Commander (IC). The role of command remains at the field scene. The IC characterizes the scene, assesses the impact to the immediate surroundings, manages access to the scene, monitors the conditions, and identifies what resources are needed and where incoming resources report.



**Figure 4: Utility Field Response**

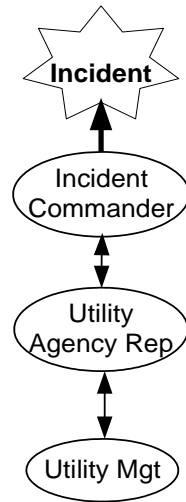
Additionally, the IC communicates with the utility's management, who directs all available resources of the utility to address the need of the emergency. In this case, the communication from the scene is a direct connection to the utility management. **Figure 5** demonstrates this direct communication link to the utility management where the decision to request mutual aid/assistance is made. Command remains in the field with the IC until command is transferred to another person in the field who is more qualified to handle the event, or the designated time for shift change is reached.



**Figure 5: Utility IC Reporting to Utility Management**

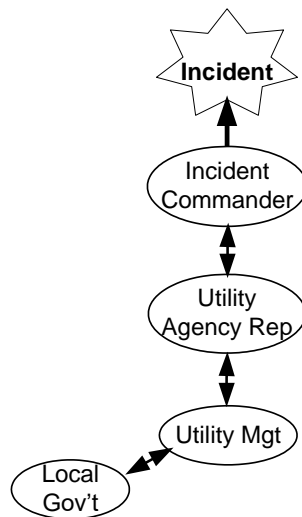
In the event the utility is called to respond to an incident where a law enforcement, fire, or public works Incident Commander (IC) is already identified, the utility responder becomes a part of the established response organization. According to ICS, when a person represents an agency (utility in this case) at the Incident Command Post, they are called an “Agency Representative.” The primary responsibility of the utility Agency Representative is to coordinate response of the utility management with the needs of the emergency and provide support to the Incident Commander (IC).

While working with the Incident Commander (IC), the utility Agency Representative establishes contact with utility management to report conditions and progress. **Figure 6** demonstrates how a utility Agency Representative from an independent utility reports to a law enforcement, fire, or public works IC while communicating with his or her utility management about the incident and resource needs. Utility management policies and response plans determine the exact reporting relationship and responsibilities. As a result, reporting relationships and responsibilities may vary by utility.



**Figure 6: Utility Agency Representative Reporting to IC and Independent Utility Management**

While command remains in the field with the Incident Commander (IC), for a utility that is part of a city or county government, the utility management may activate a Department Operations Center or Utility Operations Center to rally resources of the department to coordinate its response. The utility department may have to coordinate its response with other portions of the local government. **See Figure 7.**





## **Figure 7: Utility Agency Representative Reporting as Part of City/County Government**

### ***Section 4.2.2 Area Command***

In complex emergencies that expand beyond one scene, NIMS encourages the use of an Area Command which may operate in an Emergency Operations Center (EOC) or Department/Utility Operations Center. While command remains in the field with the Incident Commander at the scene, the utility establishes an Area Command (utility management in this case) in the EOC to direct resources from unaffected portions of the utility to assist in the response. Once the resources arrive at the scene, they follow the local IC in the field.

As other agencies are requested to respond alongside the utility, coordination between multiple entities may result in the use of the Multi-Agency Coordination System (MACS) concept described in NIMS. Implementing a "MACS group" is simply gathering representatives from all the involved responders together to discuss the situation, identifying responsibilities and ensuring each is helping the other. A MACS group can meet in person, over the phone or other communication service, or a combination of both. The intent is to encourage cross communication with fellow responders at the field level, local EOC level and other levels of response.

### ***Section 4.2.3 Local Government***

City and county governments respond to an emergency as dictated by their local emergency plans. For a city or county to declare an emergency, the jurisdiction needs to know the extent of damage in the local area (including impact on utilities) and the need for mutual aid/assistance. It would be appropriate for an OH WARN Member utility in need to inform the local emergency management authority of the following information which is captured in the checklists and forms in the attachments to this plan:

- The Utility Member that activated the OH WARN Agreement
- Requested resources
- The Utility Member that is supplying the resources
- When to expect the arrival of resources
- The safe routes for ingress and access to staging locations

The city and/or county may designate specific staff to coordinate information and the needs of utilities within the city or county. The city and/or county employee may need to be educated on what the OH WARN program is and how it can assist the city or county in responding to the needs of the utility community. In this case OH WARN Members are encouraged to communicate with the city or county. This coordination with local government is important, especially if local government establishes access controls limiting people entering a disaster area. As a local government needs assistance, the county may be requesting help and coordinating response with the state government.

#### ***Section 4.2.4 OH WARN***

Once the OH WARN Steering Committee (or Response Subcommittee/Team) member is contacted, OH WARN is activated. Initially, OH WARN may be managed remotely using virtual technology (such as teleconference or e-mail communication tools) to manage the information and response. If the demands of the emergency grow, the OH WARN Steering Committee or Response Subcommittee members may come together to coordinate requests. As the need for coordination increases, trained volunteers from OH WARN Utility Members that are not affected by the emergency may be requested to help with coordination of OH WARN. These volunteers form the OH WARN Response Team (explanation of if or how these volunteers' resources are reimbursed is described in ***Section 7.2*** of this OH WARN Operational Plan). The key responsibility is to match needs with resources offered by utilities not affected by the emergency. During large events, the OH WARN Response Team Members could be located at the state EOC or an EOC near the incident location. Alternately, the OH WARN Response Team Members could be located at an unaffected utility. In small events, OH WARN Response Team Members could be located at a county or local EOC.

#### ***Section 4.2.5 State Government***

The State of Ohio manages and coordinates state resources in response to the emergency needs of the cities and counties; manages and coordinates statewide mutual aid/assistance; and serves as the coordination and communication link with the federal disaster response system or NIMS. Working with the state drinking water and wastewater agencies or emergency management authority, a representative of the OH WARN program or state employee knowledgeable of OH WARN may serve as a point of contact and maintain communication to work with government agencies to address issues such as access to the disaster area and security of resources. Once

the state becomes involved in the response, requests for assistance typically are managed through the Ohio EMA, Ohio EPA, and/or local EOC.

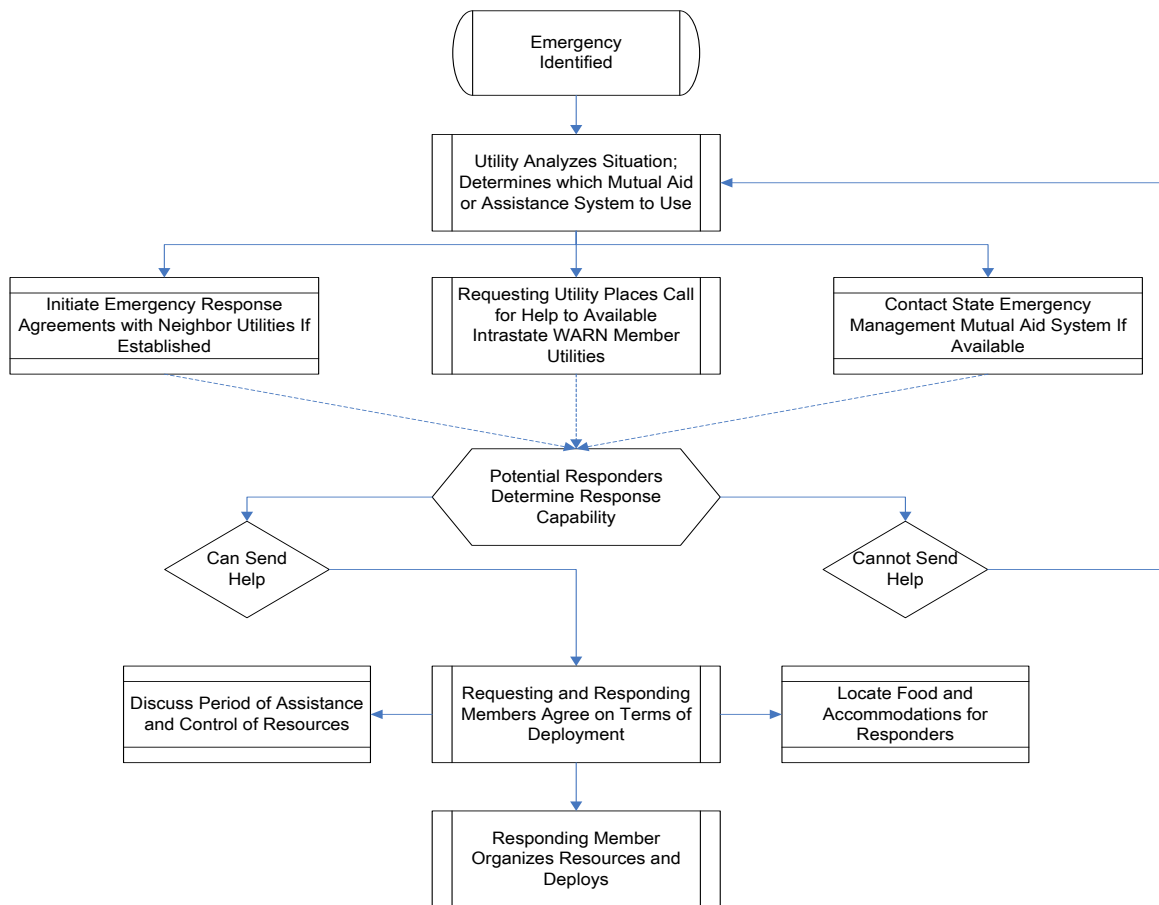
#### ***Section 4.2.6 Federal Government***

According to the National Response Framework (NRF), federal resources are to be “forward leaning” and available for response as needed. Federal agencies with authority and responsibility may respond immediately as required by statute. Federal resources located in or adjacent to the impact area or that are affected by the emergency may respond according to a local agreement. Additional federal resources are dependent on a presidential declaration of a major disaster for deployment. As the federal response is organized, EPA supports many Emergency Support Functions, including Emergency Support Function #3 (led by the U.S. Army Corps of Engineers) which is the primary ESF to support water infrastructure response and recovery. Water infrastructure may also be supported by other ESFs, such as 4, 8, 10, 11, and 14.

**SECTION 5.0 OH WARN ACTIVATION**

Following an incident, each Utility Member initiates a damage assessment and evaluates its resource needs. When a Utility Member determines that mutual aid/assistance is warranted, it has three options for receiving mutual aid and assistance: local mutual aid agreements, OH WARN, or an existing Statewide Master Mutual Aid Agreement.

A utility may have as many as three options for obtaining assistance, including local mutual aid agreements, the WARN Agreement, or any existing Statewide Master Mutual Aid Agreement.



**Figure 8: Utility Activation of OH WARN: Mutual Aid/Assistance Process Flow Diagram**

Utility Members choosing to obtain aid/assistance through OH WARN may do so as described below.

### Section 5.1 Who Activates OH WARN?

Any Utility Member of OH WARN can determine that it needs the assistance of another Utility Member and therefore decide to activate OH WARN. (See **Attachment A: OH WARN Requesting Utility Checklist.**) OH WARN can be activated by a utility-to-utility request, sending a request for assistance via the OHWARN.org website, contacting a regional coordinator, or during large events through the OH WARN Response Team at the local EOC, or State EOC. Activation occurs when one Utility Member calls another Utility Member to discuss the exchange of resources. A Utility Member activating OH WARN is referred to as the Requesting Utility. When the resources of a Responding Utility fill the need of the Requesting Utility, the Authorized Representatives confer and agree on the terms of deployment.

### Section 5.2 What is Activated?

The OH WARN Agreement is activated when a request for assistance is made by an OH WARN member. The OH WARN Agreement provides the terms of reimbursement to the Responding Utility and a release of liability for services provided. It does not determine the response times, amenities provided to the Responding Utility, or any other operations-specific needs. In addition, the OH WARN Agreement does not dictate the activation of the EOC of the Responding Utility. These items are determined by dialogue between the Requesting Utility and a Responding Utility at the time of the emergency.

### Section 5.3 Pre-Event Activation

Some types of emergencies (e.g. severe storms or hurricanes) can be characterized as “warning” or “notice” events due to a build-up of intensity over time and/or scientific methods of predicting an event. This type of event allows Utility Members to anticipate the magnitude of damage and therefore response needs. Activating OH WARN prior to the disaster opens the lines of communication and coordination among Utility Members which helps to ensure a timely and proactive response. The Requesting Utility can initiate the following activities:

- Notify Utility Members of the expected conditions
- Maintain contact with Utility Members about changing conditions and information
- Receive requested resources and identify follow-up actions

Other disasters provide no warning or notice (e.g. earthquakes), or end up impacting a utility in a greater way than anticipated (e.g. flash flooding). Activations during these events do not have the added benefit of pre-event planning.



## Section 5.4 Notification

Notification occurs when a Requesting Utility notifies a Utility Member or OH WARN Response Team (if activated) that they need resources. Initial communication occurs via a phone call, OH WARN Website Emergency Response request, OH WARN web-based Member forum or other methods. Verbal notifications between Requesting and Responding Utilities will be confirmed via written communication (fax or e-mail) using **Attachment B: OH WARN Emergency Notification Form**. The utility requesting mutual aid/assistance gathers the following information:

- Type of incident
- Impact on utility
- Number of agencies in response
- Known limitations or restrictions
- Available communication tools

In all cases in which the OH WARN Agreement is activated, participating Utility Members shall notify the OH WARN Response Team or Steering Committee that the request has been made and met with resources from another member.

## Section 5.5 Response to a Request for Assistance

A Utility Member is not obligated to respond to a request. Once a Utility Member receives a request for assistance, the Authorized Representative evaluates whether or not to respond. The Authorized Representative considers these questions:

- Does my utility have the resource requested?
- Do the resources meet the operational requirements that the Requesting Utility identified (refer to the AWWA *Water Sector Resource Typing Guidance*)?
- Did this event impact normal operation?
- If we provide resources, can we maintain our ability to respond to unanticipated needs?

If the Authorized Representative determines that resources are available to respond to the Requesting Utility, thereafter the Utility Member is referred to as a Responding Utility. The Authorized Representative of the Responding Utility communicates, as soon as possible, with the Requesting Utility that it is available to respond and provides the approximate arrival time of such assistance. When possible, the Authorized Representatives of both the Requesting and Responding Utilities will confirm all verbal agreements with written documentation (fax or e-mail).

In addition, the Authorizing Representatives will clarify and agree upon the following items:



- Requesting Utility's ability to provide care and shelter (food, sleeping arrangements, first aid, etc.) for personnel and resources,
- Reimbursement process to determine whether the Responding Utility follows the reimbursement article of the OH WARN Agreement, and
- What aid the Responding Utility can provide, the cost, and confirmation of the approval from the Authorized Representative and the Utility Member's management to provide aid.

If agreement is reached on the above items, the Authorized Representatives will complete and transmit the appropriate authorization forms described in **Section 6.0: Response Considerations**.

## SECTION 6.0 RESPONSE CONSIDERATIONS

Upon agreement of two or more Utility Members to share their resources, both the Requesting Utility and the Responding Utility are responsible for ensuring the safe and effective use of their resources. This section provides basic considerations for response based on lessons learned from previous disasters. ICS uses a series of standard forms and supporting documents that convey directions for the accomplishment of objectives and distributing information. To be consistent with the ICS feature of standardization, there will be references to ICS forms in this and remaining sections.<sup>5</sup>

### Section 6.1 Requesting Utility

In general, the Requesting Utility is responsible to complete the following tasks:

- Use the AWWA ***Water Sector Resource Typing Guidance*** to determine how to type the resources requested and which Utility Members can potentially meet that need,
- Use **Attachment B: OH WARN Emergency Notification Form** to initiate the mutual aid/assistance process and then transmit the form to potential Responding Utility(ies),
- Discuss resource needs and conditions of use with potential Responding Utility(ies). Complete and forward **Attachment C: OH WARN Request and Authorization Form** to the Responding Utility,
- After the Responding Utility returns **Attachment C: OH WARN Request and Authorization Form** back to the Requesting Utility with available resources and estimated costs, review and determine whether to accept this mutual aid/assistance proposal,
- Assign a Mutual Aid Coordinator to address care, feeding, and other support for incoming mutual aid personnel. See **Attachment E: OH WARN Mutual Aid/Assistance Coordinator Checklist** for a list of what to consider in determining your capability to manage the mutual aid/assistance,
- Notify local emergency management coordinating partners, all law enforcement agencies coordinating check points, and the Operational Area of the incoming mutual aid,
- Identify a Staging Area and assign a Staging Area Manager for incoming mutual aid. See **Attachment F: OH WARN Staging Area Manager Checklist**,
- Identify work assignments for the incoming mutual aid,
- Consider how to integrate incoming mutual aid resources with existing workforce, and
- Develop a demobilization plan that includes protocols on how and when mutual aid resources will be released.

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<sup>5</sup> For a complete listing of ICS forms, go to the FEMA ICS Resource Center at: <https://training.fema.gov/EMIWeb/IS/ICSResource/index.htm> .

## Section 6.2 Responding Utility

In general, the Responding Utility is responsible to complete the following tasks (See **Attachment H: OH WARN Responding Utility Checklist** for more detail):

- Contact the OH WARN Response Team (if convened) to notify them of available resources, based on the resources described in the *AWWA Water Sector Resource Typing Guidance*
- If mutual aid/assistance is requested via **Attachment B: OH WARN Emergency Notification Form** or **Attachment C: OH WARN Request and Authorization Form**, review and determine whether it can meet this request
- Estimate the cost of response utilizing **Attachment D: OH WARN Cost Estimator Worksheet** if needed. These costs will then be indicated on **Attachment C** and returned to the Requesting Utility for consideration.
- Identify supervisors and staff to respond to the Requesting Utility, and consider which employees can adapt to the environment of the incident (consider physical and mental health impacts),
- Develop a Communications Plan between supervisors of the responding teams and the Responding Utility
- Conduct a deployment briefing with all responding team staff. Include the following items:
  - ICS refresher training and review of the command structure of the incident, if known
  - Pre-deployment health and safety considerations, including but not limited to immunizations, special tools, or clothing
  - Environmental conditions onsite
  - Care and shelter arrangements
  - Rules of conduct during deployment, including but not limited to, activities allowed after work hours
  - Review of documentation procedures
- Inform Requesting Utility of the Responding Utility's deployment and estimated time of arrival

## Section 6.3 Requesting Utility Demobilization

Following standard ICS practices of demobilization, the Requesting Utility writes a demobilization plan on how to coordinate the return of resources, including the debriefing of staff and the inspection of equipment and materials. The plan should:

- Capture personnel evaluations and identify future tactical resource needs. This would be conducted by both the Requesting Utility prior to releasing the personnel, as well as by the Responding Utility once its personnel are back.
- Identify release priorities and procedures. This would include internal resources, mutual aid resources, and any contracted resources.

**Section 6.4 Responding Utility Demobilization**

While preparing to demobilize and prior to leaving, the Responding Utility's team is responsible to complete the following tasks:

- Deliver documentation collected during response to the Requesting Utility
- Return any sensitive or confidential information to the Requesting Utility
- Collect all information on costs and process it through the Requesting Utility Finance and Administration Function. Keep copies of all cost documentation for Responding Utility. Information includes:
  - Injury reports
  - Timesheets
  - Material purchased
  - Equipment used

The Responding Utility will prepare appropriate invoices as described in the OH WARN Agreement.

**SECTION 7.0 OH WARN RESPONSE TEAM COORDINATION**

In incidents that affect more than one utility at the same time, mutual aid/assistance coordination at a higher level may be necessary. As the incident response grows or, alternatively, when an emergency starts as a large-scale event (such as a catastrophic earthquake), OH WARN coordination can expand. As the need for coordination increases, trained OH WARN Response Team members, may be called upon from non-affected parts of the state to help the area that is affected during a large emergency. This would allow impacted utilities to focus on repair and restoration issues. During an incident that affects multiple counties, coordination at a region and/or state level may be necessary, where the Response Team may respond. When more than one Response Team member arrives at a reporting site, a Response Team leader is selected to communicate with the appropriate authorities. The following applies when coordination is needed at the operational area, region, or state levels.

Once a Utility Member contacts the OH WARN Steering Committee, any initial response effort may be managed by one person and then grow to include a team. If activated, the purpose of the OH WARN Response Team is to:

- Provide a point of contact and liaison for utility-related matters during an emergency
- Collect information regarding:
  - Extent and type of customer and infrastructure damages
  - General geographic location(s) of outages
  - Expected duration of outages
  - Number of customers affected
  - Resources and information requirements of the affected utilities
- Assist in locating emergency equipment, personnel, or material necessary for service restoration
- Advise utilities of restoration assistance and resources available

In order to achieve 24/7 staffing, the Response Team and the Utility Members must have accurate contact data, and the Response Team must establish a staffing plan and the means to keep it current, and then communicate it to the Utility Members. The Response Team may start activities virtually via e-mail or other communication methods. If the emergency calls for a full "team response," the Response Team members may gather at the State EOC, a local EOC, or other designated location. When activated, the Response Team members are responsible for the overall management of the OH WARN response. (See **Attachment L** for details and information about the reporting sites.)



## Section 7.1 Response Team Member Roles and Responsibilities

The OH WARN Response Team is organized to assist as part of a Multi-Agency Coordination System (MACS) when water sector utilities need support. At the county or state level the OH WARN Response Team may become part of an Area Command. The general responsibilities include the following (See **Attachment I: OH WARN Response Team Member Checklist** for more detail):

- Coordinate and compile damage reports from utilities
- Coordinate damage assessment activities with other agencies (e.g., county emergency management agencies, utility engineers, etc.)
- Log, track, and display damage assessment information
- Provide damage assessment information to the OH WARN Team Leader or designated resource coordination Response Team member to facilitate incident prioritization
- Assemble and maintain information concerning critical facilities and special needs facilities associated with each utility included in the OH WARN Operational Plan
- Transmit Damage Assessment Reports to the other appropriate agencies, as requested
- Support mutual aid crews in the field interacting with the public to gather more information as the emergency unfolds, and methods to gather damage information
- Coordinate damage data with the state and FEMA responders to assist in the recovery process
- Act as a liaison to the Utilities Branch of the county, region, and/or state level emergency operation centers
- Identify one member of the OH WARN Response Team to represent OH WARN at the incident briefings and meetings
- Monitor the number of requests
- Identify possible sources of additional support for OH WARN Utility Members
- Identify gaps in the requests and resources available

The OH WARN Response Team coordinates various activities based on the type of incident and extent of damage. These activities may include collecting information, assisting in the location of response resources, and supporting coordination amongst response partners. As the incident expands, individual OH WARN Response Team members may be assigned to focus on one specific activity:

- Manage damage assessment data
- Receive, track, and monitor requests
- Coordinate resource orders
- Coordinate staging area information

## Section 7.2 Response Team Member Compensation



The Response Team, depending on size of the emergency, may have a significant role to play coordinating the OH WARN response. The Requesting Utility shall jointly with the Response Team members determine if, when, and how labor, food, lodging, and other supplies expended by volunteer Response Team members will be reimbursed.

## SECTION 8.0 OH WARN COMMUNICATION TOOLS

### Section 8.1 Primary Communication Tools

The primary communications tools available to the OH WARN Utility Members include the typical systems of landline telephone, cellular phone, fax and e-mail. A unique aspect of OH WARN is use of the OH WARN Website ([www.ohwarn.org](http://www.ohwarn.org)), which brings all of these systems together. The Website includes a list of OH WARN Utility Members and the contact information for each.

#### Section 8.1.1 OH WARN Website

OH WARN operates a Website which allows Utility Members to access relevant and up-to-date information before, during, and after an emergency. The Website includes a public and Member-only side. The public side allows for promoting and marketing of OH WARN and educating the general public on preparedness efforts of water/wastewater utilities.

The Member-only side of the Website allows access to information such as:

- OH WARN Emergency Notification Form (See **Attachment B: OH WARN Emergency Notification Form**)
- Resource Requests (See **Attachment C: OH WARN Request and Authorization Form** and **Attachment M: AWWA Water Sector Resource Typing Guidance**)
- Damage Assessment Reporting

The Member-only side of the Website includes contact information all Utility Members, the Steering Committee and the Response Team. Issues or questions during response can be addressed by communicating with Steering Committee or Response Team contacts. Every **six months** Utility Members are encouraged to **print out** a hard copy of **contact information** from the website, so that when power or Internet is not available during an emergency, the data is still available.

Utility Members and Associate Members can gain access to the Member-only side of the OH WARN Website by completing the "New Member Registration" form on the website. In completing the form you will be required to provide your email address (login) and create a password for the site. Upon confirmation from the website administrator (typically within 48 hours), you will be granted access to the Members-only site. Record you member login and password below:

Login: \_\_\_\_\_

Password: \_\_\_\_\_

**Section 8.2 Secondary Communication Tools**

Secondary communication tools are utility-owned radio systems. Radio is secondary to landline telephone and cellular phone due to the lack of interoperability between radios. Interoperability of radio systems would be optimal, but cannot always be achieved, due to expense. It is preferable that OH WARN Utility Members consider alternative plans to achieve the same result. OH WARN Utility Members can maintain a cache of additional radios to distribute to incoming mutual aid/assistance supervisors for communications during an emergency. Additionally, OH WARN Utility Members can consider HAM radio as an optional backup radio system.

## Section 9.0 After Action Report and Improvement Plan

### Section 9.1 After Action Report

After an exercise or an incident, all OH WARN Members involved with mutual aid/assistance response are encouraged to meet and complete an After Action Report and consider creating an Improvement Plan. After action reviews and reports are typically carried out by OH WARN Utility Members who assisted in the OH WARN Response Team. It is recommended that all key players and groups involved in the response and recovery provide input. Therefore, if the incident is small and only involves a small number of OH WARN Utility Members, the affected utility may complete the After Action report. If the incident is large and involves many agencies and jurisdictions, the OH WARN Response Team Members may coordinate the After Action review and report process among all the participants. In this case, the OH WARN Team Leader can ask to participate in the after action review at the state level.

Typically, the designated Utility Member holds a debriefing to discuss the overall activities, state of affairs, and lessons learned. The debriefing reviews actions and activities from the response and recovery phases. OH WARN Response Team Members can expect to provide a quick review of activities under their function and describe what went well for them, what did not work well, what steps can be taken to improve the situation, or other lessons learned. This meeting allows for open discussion of opportunities for improvement, actions taken and the decisions they were based on, and potential future improvements.

The designated Member utility collects responses during this meeting and assembles them in an After Action Report that briefly summarizes the actions taken during the response. The After Action Report can include a brief description of the incident, the actions taken, and what needs to change in the future.

The following list of questions addresses key aspects of response. (The list is not all-inclusive.) In summary, the questions focus on what went well, what did not go well, what needs to be improved, or other lessons learned. The following questions are examples of what may be asked as part of an After Action Report:

- **Notification**
  - What was the number and frequency of notifications?
  - Did the number and frequency provide an accurate operational understanding of the emergency?
- **Activation**
  - How did activation occur for utilities, OH WARN, and other stakeholders?

- How quickly did “full” activation occur between stakeholders that responded?
- How can the activation process be improved or streamlined?
- Were the different departments (or jurisdictions and agencies) able to activate their plans and processes during this incident?

- **Coordination**
  - Were Utility Members well-coordinated and matched to assignments according to skill?
  - What can be done in the future to maximize available resources?
  - What went well? Were the goals met?
  - What went wrong and what was done to correct it?
  - What can be improved?
  - Were resources interoperable?
  - Were the resources that were requested the same as the ones that were delivered?
  - Were databases used and are they interoperable across different workgroups and jurisdictions?
  
- **Mobilization**
  - Was the information gathered from notifications sufficient to accurately organize and prepare for mobilization?
  - How quickly did “full” mobilization occur between stakeholders that responded?
  
- **Operational Support**
  - What actually occurred at all levels of participation (timeline)?
  - What were the pre-event plans and processes for preparedness, response, recovery, and mitigation?
  - Did the plans and processes meet the need of jurisdictions and agencies responding to this event?
  - How accurately were resource requests anticipated and fulfilled?
  - How can procedures for pre-staging resources, making and fulfilling resource requests, tracking and reporting on resource status, and recovering resources be improved?
  - How accurately were personnel requests anticipated and fulfilled?
  - What were some success stories?
  - What areas need improvement to facilitate response in the future?
  
- **Demobilization**
  - Was a demobilization plan in place before the event? Was it followed?
  - What worked well?
  - What did not work well and were steps taken to address the situation?
  - What can be improved for the future and what options are available?
  
- **Miscellaneous**
  - What are some other lessons learned not captured above?



**Section 9.2 Improvement Plan**

The After Action Report, with its assessments and recommendations, serves as the basis for the Improvement Plan, which is sometimes referred to as a Corrective Action Plan. An Improvement Plan includes the broad recommendations for improvements, the agreed-upon corrective actions, a timeline for making the changes, and an assignment of responsibilities to individuals or organizations. Below are elements for an Improvement Plan:

- Measurable corrective actions
- Designated projected start date and completion date
- Corrective actions assigned to an organization and a point of contact within that organization
- Corrective actions continually monitored and reviewed as part of an organizational Corrective Action Program
- An individual can be elected or appointed to manage a Corrective Action Program to resolve corrective actions resulting from exercises, policy discussions and real-world events and support the scheduling and development of subsequent training and exercises

## Section 10.0 Attachments

Attached are supporting documents, checklists, and forms used in response to an emergency.

- Attachment A: OH WARN Requesting Utility Checklist
- Attachment B: OH WARN Emergency Notification Form
- Attachment C: OH WARN Request and Authorization Form
- Attachment D: OH WARN Cost Estimator Worksheet
- Attachment E: OH WARN Mutual Aid/Assistance Coordinator Checklist
- Attachment F: OH WARN Staging Area Manager Checklist
- Attachment G: OH WARN Daily Briefing Considerations
- Attachment H: OH WARN Responding Utility Checklist
- Attachment I: OH WARN Response Team Member Checklist
- Attachment J: OH WARN Request Summary Sheet
- Attachment K: OH WARN Activity Log
- Attachment L: OH WARN State Emergency Operations Center/WARN Response Coordination
- Attachment M: General OHWARN Process Flow Diagram
- Attachment N: OH WARN Operational Plan Project Team 2010
- Attachment O: *AWWA Water Sector Resource Typing Guidance*

**ATTACHMENT A: OH WARN REQUESTING UTILITY CHECKLIST**

- Purpose:** The Authorized Representative of a utility that requests mutual aid and assistance is encouraged to use this checklist to track decisions and actions to request mutual aid and assistance. It is used in conjunction with other forms in this OH WARN Operational Plan.
- Instructions:** Review Attachments A, B, C and D together. Complete actions in this checklist. Complete Attachment B and C forms.

## NOTES

- Analyze the situation and determine the best alternatives to address the emergency.
  - Ensure a real need exists. Mutual aid/assistance is designed to augment resources already effectively committed.
- Using the resource types in the *AWWA Water Sector Resource Typing Guidance*, determine resource and personnel needs that cannot be met by your utility that may be available through mutual aid/assistance.
- What non-utility agencies are responding to the emergency: law, fire, public works, state environmental, public health, emergency management, American Red Cross, etc.?
- Determine how significant the emergency is; does it include city, county, state, or federal resources?
- Has a local emergency been declared by the local government? Has the Governor declared an emergency? Has the President declared an emergency?
- Are normal electrical and natural gas services, vehicle fuel, and communications available?
- Complete **Attachment B: OH WARN Emergency Notification Form**, to inform utilities of the impact on your utility.
- Notify the local emergency management agency of your need for mutual aid/assistance.
- Contact neighboring utilities with which your utility has a local mutual aid/assistance agreement. Provide them the completed **Attachment B: OH WARN Emergency Notification Form**.

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- If assistance is not available from neighbors, identify other OH WARN Utility Members to determine if they are also affected by the emergency or can provide the mutual aid/assistance. Continue the process until you locate a utility. If the OH WARN Response Team is established, contact the team.
  - If you locate a utility that can send aid, discuss the conditions of the utility, what is needed, and initiate **Attachment C: OH WARN Request and Authorization Form**. The Responding Utility estimates costs using **Attachment D: OH WARN Cost Estimator Worksheet** which will help determine cost estimates required in Attachment C. Attachments C and D are returned to you for final approval of acceptance of the aid.
  - As needed, identify a person at your utility to manage all incoming mutual aid/assistance. The Mutual Aid/Assistance Manager can use **Attachment E: OH WARN Mutual Aid/Assistance Coordinator Checklist**.
  - Once mutual aid/assistance is deployed, notify the local emergency management authority of the arrangements for incoming resources.
  - Notify local utility unions of incoming mutual aid/assistance and identify the process for assigning work between utility staff and mutual aid/assistance teams.
  - As systems return to near normal, begin to determine when to demobilize mutual aid crews.
  - Demobilization
    - Follow standard ICS practices of demobilization, including:
      - On small incidents, the demobilization process may be quite simple, and can be handled by an Authorized Representative
      - On larger incidents, a Response Team Member can be designated to develop a Demobilization Plan
      - Capture personnel evaluations and identify future tactical resource needs
- If a formal Demobilization Plan is indicated, ensure that it includes the following five sections:
- General Information
  - Responsibilities
  - Release Priorities
  - Release Procedures

- Directory (maps, phone listings, etc.)

While preparing to demobilize the Requesting Utility needs to:

- Collect damage and response cost figures
- Accept bill(s) from Responding Utilities
- Provide payment, according to the OH WARN Agreement
- As appropriate, submit for FEMA or other reimbursement mechanisms

□ Post demobilization:

- Collect names of mutual aid/assistance teams and supervisors
- Send letters of thanks
- Request input for After Action Report
- Send copies of After Action Report

**ATTACHMENT B: OH WARN EMERGENCY NOTIFICATION FORM**

**Purpose:** The Authorized Representative of the Requesting Utility needs to provide written information regarding the emergency, level of impact, and conditions. This form does not replace damage assessment forms required by other organizations.

**Instructions:** Complete form by checking boxes or circling where appropriate. Provide level of detail available. Complete Section 1 of Attachment C and forward both Attachment B and C to city/county and/or OH WARN Utility Member.

Water System Status Report		
INCIDENT	REPORT #:	
Date/Time:		
Utility Name:		
City and County:		General Phone Number:
Contact:		
E-mail:	Cell Number:	Fax:
General Location of Emergency:		
Has Utility EOC been activated:	Yes	No      Unsure
Declaration of Local Emergency:	Yes	No      Unsure
<b>Critical Issues</b> (and actions taken):  Note if untreated water is affected.	<input type="checkbox"/> Pipes _____	
	<input type="checkbox"/> Pump Stations _____	
	<input type="checkbox"/> Reservoirs/Tanks _____	
	<input type="checkbox"/> Wells _____	
	<input type="checkbox"/> Connection(s) Status/Flow change request(s) _____	
	<input type="checkbox"/> Power/Communications _____	
	<input type="checkbox"/> Chemical _____	
<b>Water Quality</b>	Contamination: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Undetermined	
	Water Quality Order: <input type="checkbox"/> Boil Order <input type="checkbox"/> Do Not Drink <input type="checkbox"/> Do Not Use	
	Order Issued by: _____ Est Lift Order: _____	
<b>Status Detail</b>	<b>Status</b>	<b>Remarks/Comments</b>
Percentage of potable water system inoperable:	%	



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Anticipated duration of outage: (hours/days)		
Number of jurisdictions affected:	#	
Number of people affected:	#	
Mutual aid received in last 24 hours:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Mutual aid needed in next 24 hours:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Actions taken by Utility:		
Actions taken by Coordinating Partners:		
Form Completed By:		
Name:	Title:	
Signature:		
Phone Number:	Cell Phone:	
Additional Notes:		

Wastewater System Status Report			
INCIDENT	REPORT #:		
Date/Time:			
Utility Name:			
City and County:		General Phone Number:	
Contact:			
E-mail:		Cell Number:	Fax:
General Location of Emergency:			
Has Utility EOC been activated:	Yes	No	Unsure
Declaration of Local Emergency:	Yes	No	Unsure
<b>Critical Issues</b> (and actions taken):	<input type="checkbox"/> Pipes _____		
	<input type="checkbox"/> Lift Stations _____		
	<input type="checkbox"/> Outfall _____		
	<input type="checkbox"/> Chemical Status _____		
	<input type="checkbox"/> Power/Communications _____		
	<input type="checkbox"/> Other _____		

<b>Treatment Status</b>	<input type="checkbox"/> Operational <span style="margin-left: 150px;"><input type="checkbox"/> Non-Operational</span>	
	<input type="checkbox"/> Release of Untreated Wastewater	Amount: _____
	<input type="checkbox"/> Has Untreated Wastewater reached a water way: _____	
	Comments: _____	
Status Detail	Status	Remarks/Comments
Percentage of wastewater system inoperable:	%	
Anticipated duration of outage: (hours/days)		
Number of jurisdictions affected:	#	
Number of people affected:	#	
Mutual aid received in last 24 hours:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Mutual aid needed in next 24 hours:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Actions taken by Utility:		
Actions taken by Coordinating Partners:		
<b>Form Completed By:</b>		
Name:		Title:
Signature:		
Phone Number:		Cell Phone:
Additional Notes:		

**ATTACHMENT C: OH WARN REQUEST AND AUTHORIZATION FORM**

**Purpose:** Authorized Representative of both the Requesting and Responding Utility Members can track approved cost associated with sending/receiving mutual aid and authorizing deployment and reception of the assistance. This form is used with Attachment B when a Responding Utility is located and agrees it has resources to send.

**Instructions:** The Requesting Utility fills out Part I of this form completely. Attaches it to a completed Attachment B and forwards it to the Responding Utility who completes Part II. The Responding Utility can use Attachment D as a worksheet to determine the cost estimates requested on this form. The form is returned to the Requesting Utility to authorize acceptance of the aid and negotiated cost identified by the Responding Utility. Once the Requesting Utility completes Part III, a copy is returned to the Responding Utility for record keeping. A copy is also sent to the OH WARN Response Team for completing their documentation and notation in Part IV.

Part I: TO BE COMPLETED BY THE REQUESTING UTILITY				
Dated:	Time:	hrs	From the County of:	
Contact Person:		Telephone:	Fax:	
OH WARN Utility Member:		Authorized Rep:		
Type of Emergency & Impact to Utility:				
Personnel, Expertise, Equipment & Material Needed (Follow terminology in <i>AWWA Water Sector Resource Typing Guidance</i> ):				
Preferred Resources Requested (Follow resource types in <i>AWWA Water &amp; Wastewater Mutual Aid &amp; Assistance Resource Typing Manual</i> ):				
Single Resource	Team	Kind	Type	Description
Date & Time Resources Needed:			Staging Area:	
Approximate Date/Time Resources To Be Released:				
Requesting Authorized Rep:		Req. Authorized Rep's Signature:		
Title:	Utility:	Request No:		

Part II: TO BE COMPLETED BY THE RESPONDING UTILITY				
Contact Person:		Telephone:		Fax:
Type of Personnel, Expertise, Equipment & Material Available (Follow terminology in AWWA <i>Water Sector Resource Typing Guidance</i> )				
Preferred Resources Deployed (Follow resource types in AWWA <i>Water &amp; Wastewater Mutual Aid &amp; Assistance Resource Typing Manual</i> ):				
Single Resource	Team	Kind	Type	Description
Date & Time Resources Available From:			To:	
Staging Area Location:				
Estimated Total Costs To Send Requested Assistance: \$				
Trans. Costs from Home Utility to Staging Area: \$			Trans. Costs to Return to Home Utility : \$	
Care, Shelter, Feeding Costs Required For Response: \$				
Responding Authorized Rep:			Res. Authorized Rep's Signature:	
Title:			Utility:	
Dated:	Time:	hrs	Request No:	
Part III: REQUESTING UTILITY CONFIRMATION AND APPROVAL				
Authorized Rep Name:			Location:	
Signature				
Dated:	Time:	hrs	Request No:	
Part IV: OH WARN COORDINATION (as needed)				
OH WARN Rep:			Location:	
Signature				
Dated:	Time:	hrs	Request No:	
Additional Information:				

**MISCELLANEOUS ITEMS / OTHER INFORMATION**

**ATTACHMENT D: OH WARN COST ESTIMATOR WORKSHEET**

**Purpose:** The Authorized Representative of a Responding Utility uses this form to determine costs associated with sending mutual aid/assistance.  
**Instructions:** Identify costs associated with deploying assistance. Complete information requested by this form, which can be used in Microsoft Excel. An Excel version can be found on the Resources page at [www.ohwarn.org](http://www.ohwarn.org).

<b>Purpose:</b> The Authorized Representatives of a Responding Utility uses this form to determine costs associated with mutual aid/assistance												
<b>Instructions:</b> Identify costs associated with deploying assistance. Complete information requested by this form.												
<b>Note:</b> Insert rows above subtotals in each section as needed.												
<u>Responding Utility</u>						<u>Cost Estimate For Requesting Utility</u>						
Utility Name		Contact:		Utility Name		Contact:		Utility Name		Contact:		
Address		Email:		Address		Email:		Address		Email:		
City, State		Phone:		City, State		Phone:		City, State		Phone:		
Zip				Zip				Zip				
<b>1. TEAM/PERSONNEL/EQUIPMENT Requested<sup>1</sup>:</b>												
Personnel	Position(s)	Reg Salary Hourly Rate	Fringe Benefit Hourly Rate	# of Reg Hours Worked per Day	Overtime Salary Hourly Rate	Fringe Benefit Overtime Hourly Rate	# of OT Hours Worked per Day	Daily OT Total	# of Days on Mission	Total Daily Cost	Total Daily OT Cost	Total Mission Cost
					\$0.00	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00
					\$0.00	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00
<b>Subtotal:</b>											<b>\$0.00</b>	
Equipment	Capacity	FEMA Code <sup>3</sup>	Hourly Rate <sup>3</sup>	No. of Hours	Total	Notes						



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					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
<b>Subtotal:</b>					<b>\$0.00</b>

Commodities/ Materials	Item	Unit Cost	Quantity	Total	Notes
				\$0.00	
				\$0.00	
				\$0.00	
				\$0.00	
<b>Subtotal:</b>				<b>\$0.00</b>	

Other Costs <sup>4</sup>	Item	Unit Cost	Quantity	Total	Notes
				\$0.00	
				\$0.00	
				\$0.00	
<b>Subtotal:</b>				<b>\$0.00</b>	

2. TRAVEL	Description	Units/Miles	Price per Day	# People	# Days	Total	Notes
Lodging (\$/person/night incl. tx)						\$0.00	
Food (\$/day/person)						\$0.00	

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Personal Vehicle <sup>5</sup>						\$0.00	
Government Vehicle <sup>5</sup>						\$0.00	
Rental Vehicle (daily/weekly rate as applicable X duration)						\$0.00	
Air Travel (\$/person/roundtrip)						\$0.00	
Other Travel (as necessary)						\$0.00	
<b>Subtotal</b>						<b>\$0.00</b>	
<b>3. TOTAL EXPECTED DEPLOYMENT COST:</b>						<b>Total</b>	<b>\$0.00</b>

Footnotes:

<sup>1</sup> From requestor, may be more than one and of different kind/type- See AWWA Resource Typing or Resource Typing Library Tool <http://rtlt.preptoolkit.fema.gov/public>

<sup>2</sup> Assumes a 12-hour work day

<sup>3</sup> Use FEMA Schedule of Rates if unknown [www.fema.gov/assistance/public/schedule-equipment-rates](http://www.fema.gov/assistance/public/schedule-equipment-rates)

<sup>4</sup> Items to Consider: Fuel for equipment, O&M for equipment

<sup>5</sup> Consult the Internal Revenue Service for latest federal government reimbursement rate

## ATTACHMENT E: OH WARN MUTUAL AID/ASSISTANCE COORDINATOR CHECKLIST

**Purpose:** Authorized Representative of both Requesting and Responding Member utility or staff appointed to coordinate incoming mutual aid/assistance resources use this checklist to ensure mutual aid/assistance resources are prepared for deployment.

**Instructions:** Review this checklist as ongoing discussion between Requesting and Responding Utility occurs. Put notes in the right-hand column.

NOTES

### Staging Area

- Identify a location outside the immediate impact area to serve as a Staging Area.
  - What is the address of the Staging Area?
  - What is the Staging Area Manager’s Name?
  - What is the Staging Area Manager’s Contact Information?
  - What services will be available at the Staging Area?
    - Are supplies and personnel available to repair heavy or light equipment?
    - Does Responding Utility need to bring a mechanic, tools, equipment and supplies?
    - Are tire repair services available?
    - If not available, are commercial services available?
    - Are fuel services available (gasoline and diesel)?

### Transportation Impacts

- From the Requesting Utility gather responses to the questions in the top row in each of the following areas.

	Which interstates or highways are open nearby each area?	Does debris hinder access near or to each area?	Which train or rail systems are operational nearby each area?	Which airports are operational?
Staging Areas				
Utility Service Yards				
General Work Areas				
Lodging / Hotel Areas				
Shelter Facilities				
Feeding Operations Sites				
Restaurants and Stores				



**Communications Impacts**

- From the Requesting Utility gather responses to the questions in each of the following areas.

	Are landline telephone systems operational?	Are cell phone systems operational?	Are satellite phone systems operational?	Are utility radio systems operational?	Is the Internet operational?
Staging Areas					
Utility Service Yards					
General Work Areas					
Lodging / Hotel Areas					
Shelter Facilities					
Feeding Operations Sites					
Restaurants and Stores					

**Utility Impacts**

- From the Requesting Utility gather information on how utility outages are affecting each of the following areas.

	Electrical outages	Natural gas outages	Potable water outages	Wastewater outages
Staging Areas				
Utility Corp Yards				
General Work Areas				
Lodging / Hotel Areas				
Shelter Facilities				
Feeding Operations Sites				
Restaurants and Stores				

**Field Response Operations**

- Have curfews or other conditions been enforced by local government that might affect movement to and from worksites, feeding locations, and lodging?
- Identify additional communications operability:
  - Does Requesting Utility have satellite phones to provide Responding Utility?
  - Does Requesting Utility have local portable cell phone systems (temporary, mobile cellular systems)?
  - If operational, how does the utility communication system function?

- ◇ What frequency does the Requesting Utility operate on?
  - ◇ Will Requesting Utility provide their radios to Responding Utility?
  - ◇ If yes, are radios available at the Staging Area?
  - ◇ If there are not enough radios to give to all Responding Utility staff, are there enough radios to give to the Responding Utility supervisors?
  - ◇ Does Requesting Utility use amateur radio equipment for emergencies? If yes, is equipment available?
- What navigation issues should the Responding Utility be aware of?
    - Are street signs in place?
    - Are utility maps available (hardcopy or electronic)?
    - Do utility maps include GPS coordinates?
    - Are GPS units available?
    - Are maps and/or GPS units going to be available at the Staging Area?
    - Are interstates and highways open?
  - What sanitation services are available in the field?
    - Water for drinking
    - Water for sanitation
    - Restroom (e.g. using port-a-potties)
  - What debris clearance equipment is needed?
    - Are chainsaws required to provide response and repairs?
    - Is other debris clearance equipment or tools required?
  - Identify financial services capabilities:
    - Are ATMs functional?
    - Are credit cards being accepted locally?
    - Are banks open?
    - Is cash the only source of payment? If yes, what is recommended amount of cash to bring?
    - Are coins needed for laundry or other services?

### **Care and Shelter**

- What accommodations are available?
  - Hotels
  - Fire Base Camp
  - County/State Sponsored Base Camp
  - Utility Temporary Shelter
  - Outside Agency Housing
    - ◇ If yes, what is the name of the agency (e.g. American Red Cross, faith-based organization, etc.)
  - None - Responding Utility must be self-sufficient.
- How are arrangements being addressed?:



- Who is arranging for rooms? Requesting or Responding Utility?
- Who is paying for rooms? Requesting or Responding Utility?
- How far are the arrangements from the staging area?
- How far are the arrangements from the work area?
- Where is it located (address):

□ What amenities are available at the available sites?

	Hotel	Incident Base Camp	County or State Base Camp	Utility Temporary Shelter	Red Cross or other Shelter	Campgrounds
How far from work areas?						
Has feeding operations available on site?						
Has potable water for drinking?						
Has water for bathing?						
Has water for sanitation?						
Has operating restrooms?						
Requires use of portable toilets?						
Has operating showers?						
Has beds or cots?						
Has bedding?						
Has a functional laundry facility?						
Has a functional laundry facility nearby?						
Has or allows portable emergency generator power?						
Fuel (or diesel) is available nearby for generators?						
Nearby campgrounds have water and sewer hook ups?						

□ Determine feeding operations.

- Are restaurants available in or around the work area or lodging area?
  - ◇ How far do the responders need to travel?
  - ◇ Who is paying for the meals when ordered? Responding or Requesting Utility?
- Does Requesting Utility have alternate feeding operations in place?
  - ◇ Mobile canteen
  - ◇ Services from American Red Cross or faith-based organization (if so, specify who)
  - ◇ Contract services

- Are grocery stores open?
  - ◇ If yes, how far are grocery stores from work site or lodging?
  - ◇ Is rationing in place?
  - ◇ Are grocery stores limited in stock?
- If grocery stores are available, what support services are available?
  - ◇ Cooking facilities with functional utilities?
  - ◇ Refrigeration systems local to work site, staging area, or lodging?
  - ◇ Ice deliveries in operation or available?

### **Employee Safety Measures**

- What is the expected temperature and humidity?
  - Is special weather gear required?
- What personal protective equipment is needed beyond basic equipment (hard hat, safety vest, safety shoes, mud boots, work gloves, raingear and eye and ear protection)?
- What additional exposures may responders encounter (e.g. significant odors, contamination, etc.)?
- What personal inoculations should be considered?
  - Tetanus
  - Hepatitis A or B
  - Flu
  - Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_
- Are hospitals functional?
- Are paramedic and/or ambulance services functional?
- How significant is the disaster to the public?
  - Significant damage due to incident (e.g. many homes destroyed, off foundations, etc.)?
  - Significant emotional impact due to loss of life or suffering?
  - What is chance of finding deceased humans?
  - What is chance of finding significant numbers of dead livestock or pets?
- Are trained incident stress debriefing teams available?

**Documentation**

- Requesting Utility has electronic or hard copy means of tracking employee hours, materials used, and other documentation?
- Requesting Utility has means to accept digital photography for documentation?
- Requesting Utility optimizes use of ICS forms and documentation?
- Requesting Utility has method to track costs for FEMA reimbursement?

**Reimbursement Process**

- Request Cost Estimate of responding resources prior to approving their deployment. (See **Attachment D** for details.)
- Approve or disapprove costs prior to requesting deployment.
- Identify means for managing injury claims.

---

**Sign Off:**

Name of Person Completing Checklist: \_\_\_\_\_

Title of Person Completing Checklist: \_\_\_\_\_

Date/Time: \_\_\_\_\_

## ATTACHMENT F: OH WARN STAGING AREA MANAGER CHECKLIST

**Purpose:** Personnel assigned to coordinate the arrival of mutual aid/assistance at a remote location near the event needs to track actions to support mutual aid/assistance.

**Instructions:** Complete actions in this checklist. Complete Attachment H and I as needed.

NOTES

### **General Duties**

- Establish Staging Area layout.
- Draw a map of the area; consider using spray paint to mark areas.
- Establish Check-In function for personnel in coordination with the EOC.
- Establish Check-In function for supplies and resources in coordination with the EOC.
- Identify resources that may be needed to initiate, sustain, and demobilize the efforts required during an emergency operation.
- Dispatch resources at the Operations Section Chief's request.
- Maintain records of all resources entering, deployed to, and demobilized from the staging area.
- Coordinate with the Logistics Section for temporary feeding, fueling, and sanitation services as needed to support the Staging Area.
- Provide for the mechanical, technical, and maintenance needs of the resources requested or required.
- Respond to requests for resource assignments.
- Ensure the safety of personnel and equipment in the staging area.
- Obtain and issue radios and other supplies as required.
- Provide the EOC with status information of personnel, equipment, and supplies in the Staging Area.
- Provide for the orderly demobilization of resources as the incident command structure is dissolved.

**READ ENTIRE CHECKLIST AT START-UP AND  
AT BEGINNING OF EACH SHIFT**





**Checklist Actions****Start-Up Actions**

- Determine any immediate needs and/or outstanding resource requests.
- Proceed to Staging Area.
- Post areas for identification and traffic control.
- Establish check-in procedure/forms for arriving resources, keep all receipts.
- Set up communications between the EOC and the staging area(s).
- Staff staging areas with additional personnel to load, unload, stock, deliver, and distribute supplies and keep pertinent records.
- Obtain and issue radios and other supplies needed for staging area operations as needed.
- Request personnel through the EOC.
- Determine any support needs for equipment, feeding, sanitation, and security. Request maintenance service for equipment at Staging Area as appropriate.
- Keep a log of items requested and check to see that they have been ordered, sent, received, and distributed to the requesting individual. (This MUST be done continually to ensure that requests are filled as expeditiously as possible).
- Respond to request for resource assignments.
- Dispatch resources as requested.
- Notify the individual that requested the item of the status of the resource request:
  - Date and time of delivery of goods and material.
  - Delivery site.
  - Type and quantity of goods and material to be delivered as well as any items that are not available.
- Obtain and issue receipts for radio equipment and other supplies distributed and received at Staging Area.
- Frequently determine required resource levels from the Operations Section Chief.
- Advise the Operations Section Chief when reserve levels reach minimums.
- Maintain and provide status to Resource Unit of all resources in Staging Area.
- Maintain Staging Area in safe and orderly condition.
- Ensure all personnel time and costs are tracked for reimbursement.

- Document:
  - Messages received
  - Action taken using **Attachment K: OH WARN Activity Log**
  - Decision justification and documentation
  - Requests filled

### **Deactivation**

- Deactivate Staging Area Manager and staging area(s) when no longer required.
- Provide for the orderly demobilization of resources as the incident command structure is dissolved.
- Ensure any unfinished business is completed before leaving or passed on to Logistics.
- Ensure any required forms or reports are completed prior to your release and departure.
- Be prepared to provide input to the After-Action Report.
- Deactivate your section and close out logs when authorized by Logistics.
- Demobilize Staging Area in accordance with Incident Demobilization Plan.
- As necessary, give the EOC Manager a forwarding phone number where you can be reached.

## ATTACHMENT G: OH WARN DAILY BRIEFING CONSIDERATIONS

**Purpose:** Field Supervisors utilize this list as a starting list of considerations for Daily Staff briefings with mutual aid/assistance responding teams.

**Instructions:** Complete actions in this checklist.

NOTES

- Provide schedule of briefings for daily work assignments.
- Provide a status report on current conditions, status of systems and repairs, as well as any other event-specific updates.
- Provide information or resources to establish communication between the supervisor of incoming teams and supervisor of your utility.
- Provide system maps and work assignments.
- Explain current field conditions and safety requirements.
- Review key standards your utility uses for pipe repairs, fittings, and distribution methods.
- Identify critical equipment that may need to be used to complete the repairs.
- Identify locations and purchasing procedures for fuel, supplies, and parts.
- Where are contaminated soil(s) to be placed or relocated?
- Provide necessary forms required for documentation.
  - Work Hours/Overtime
  - Materials/Resources Expensed
  - Worksite Repair Information
- Review work hours, breaks, and respite facilities available in the field.
- Review where emergency medical attention can be received and reporting procedures for injuries.

## ATTACHMENT H: OH WARN RESPONDING UTILITY CHECKLIST

**Purpose:** The Authorized Representative of a Responding Utility may track actions to deploy mutual aid/assistance.

**Instructions:** Complete actions in this checklist and make notes in right-hand column.

NOTES

- If notified of emergency prior to a request for assistance, contact the OH WARN Response Team if activated to inform them of availability.**
  
- When a request for aid/assistance arrives, assess request.**
  - Review types of damage and what teams may be expected to deal with (size/type of pipe repairs, etc.). (See **Attachment B.**)
    - ◇ Nature of the emergency
  
    - ◇ Impact on the utility
  
    - ◇ Has an emergency been declared by local government?
  
    - ◇ Have curfews or other conditions been enforced by local government that might affect movement to and from worksites, feeding locations, and lodging?
  
    - ◇ Determine resource type requirements, evaluate the following needs to select the appropriate resource typing team in the *AWWA Water Sector Resource Typing Guidance*:
      - Desirable personnel skills and certification
  
      - Resource type and capability
  
      - Determine appropriate materials to accompany the teams
  
    - ◇ Estimate length of time aid/assistance is required
  
    - ◇ Determine method of care and shelter for personnel and resources
      - Review **Attachment E: OH WARN Mutual Aid/Assistance Coordinator Checklist** with Requesting Utility
  
    - ◇ Confirm billing rates for use of personnel and equipment
  - Review types of resources needed, materials needed, number of

- teams needed, and skills required.
- ◇ Identify equipment operation qualification requirements:
    - Security and storage of service vehicles and equipment
    - Identify reporting location
    - Identify Point of Contact at the location
    - Identify designated supervision methodology
    - Responsibility for equipment security
    - Procedures for returning equipment to Requesting Utility
    - Equipment transfer, inspection, and contact information
    - Licensing requirements for transport
    - Transportation and other equipment's fuel considerations
    - Managing lost, damaged, destroyed, or stolen equipment
  - How long are teams needed? Is there need for "relief" teams for first set of teams?
  - How does sending teams affect your utility current operations?
  - **Review reimbursement expectations and process.**
  - **Prepare documentation on the costs associated with sending the assistance, and submit it to the Requesting Utility. (See Attachment D.)**
    - Be clear on how teams would be sheltered and fed. Identify any risk associated with shelter or feeding.
    - Notify elected officials.
  - **Review request to determine what aid/assistance the Responding Utility can provide. Confirm approval from utility management to provide**

**aid/assistance.**



- **Complete pre-deployment personnel activities.**
  - Identify an Incident Commander in charge of the deployment team. Appoint General Staff (Operations, Planning, Logistics and Finance) to manage the deployment of the team. (Upon arrival at the destination utility, report to the Staging Area as the Utility Representative. The deployment team Incident Commander may be reassigned as a unit supervisor within the operations section.)
  - Identify how teams are selected. Identify specialized work rules. Review with any union leadership.
  - Identify a communications plan for teams. How do they communicate with each other, the borrowing agency, and family?
  - Identify teams for travel.
  - Conduct review with teams. Review:
    - ◇ Level of disaster and impact on community to prepare teams emotionally
    - ◇ Conditions and potential for contamination and personal protective equipment needs
    - ◇ Logistics arrangement for care, shelter, feeding, etc.
    - ◇ Communication plan
    - ◇ Employee work rules
    - ◇ Medical considerations and needs for inoculation
    - ◇ Incident Command System (ICS)
    - ◇ Documentation protocols
- **Prepare resources for deployment:**
  - Inspect vehicles for travel and equipment use.
  - Inventory and standardize stock of equipment and supplies on vehicles.
  - Send a mechanic with teams and equipment.
  - Ensure emergency food and water is present on all vehicles.
  - Ensure availability of first aid kits and other emergency supplies.

- **While teams are away:**
  - Check daily with supervisor.
  - Review costs associated with assistance.
  - Review the number of hours each team is working. How long will work last?
  - Identify problems with lodging or feeding.
  - Provide daily summary of events to the General Manager.
- **While preparing to demobilize, the Responding Utility is responsible to:**
  - Deliver documentation collected during response to the Requesting Utility
  - Return all resources to the Requesting Utility that the Responding Utility may have in their possession
  - Return any sensitive or confidential information to the Requesting Utility
  - Collect all information on expenses and process it through the Requesting Utility finance and administration staff. Information includes:
    - ◇ Injury reports (if applicable)
    - ◇ Timesheets
    - ◇ Material purchases
    - ◇ Resource usage
  - Submit bills for services as appropriate, according to the OH WARN Agreement
- **Upon return:**
  - Hold debriefing with the supervisors within seven days.
  - Hold debriefing with all teams within 14 days. Include General Manager or other appropriate staff.
    - ◇ Identify lessons learned.
    - ◇ Identify problems and successes.
    - ◇ Review hours worked and efforts made.
    - ◇ Provide feedback to requesting agency.
    - ◇ Review ideas to improve own readiness.
- **Within 60 days:**

- Prepare a report of events to present to the General Manager.
- Submit bill for personnel and other costs for mutual aid/assistance response.

## ATTACHMENT I: OH WARN RESPONSE TEAM MEMBER CHECKLIST

**Purpose:** Trained Utility Members staff who will act as part of the OH WARN Response Team use this checklist to track actions and operate as a OH WARN Response Team.

**Instructions:** Complete actions in this checklist. Arrive at OH WARN Response Team location.

NOTES

- Once notified of need to activate the OH WARN Response Team, make travel arrangements to the designated utility coordination site;
- Make lodging arrangements (see Appendix N for nearby locations);
- Bring all necessary personal items with you for the period of time requested; and
- Follow directions to get to the designated location provided in Appendix N.

Once you have reached the utility coordination center, complete the following:

### **Startup activities**

- Sign in and identify self at security point check in;
- Check in with the OH WARN Leader to receive an initial briefing on the general situation and immediate tasks to be performed. Briefing should:
  - Detail nature and extent of emergency;
  - Identify extent of affected utilities and status;
  - Describe nature of assignment;
  - Provide status report update and criteria; and
  - Identify contact person to receive the information.
- Review any posted information and Incident Briefing ICS Forms 200, 201 and 202 for critical contact information;
- Review or open and maintain an Activity Log (see **Attachment K**). At a minimum, the Activity Log should record the following for each utility contacted:
  - Date and time;
  - Contact name and number;
  - Communications/coordination received/made; and
  - Follow-up required/completed.

**Communications recorded should include conversations in which decisions were reached, instructions given or received, and vital information exchanged.**

- Contact utilities in affected areas to determine situation and any assistance that may be required;
- Alert the OH WARN Leader of emerging issues or concerns you perceive as “sensitive”;
- Keep all related status boards up-to-date;
- Coordinate with the OH WARN Leader regarding your shift commitment and assist in identifying Utility Representatives to relieve you at the end of your shift;
- Provide comprehensive shift turnover briefing; and
- As questions arise, contact the OH WARN Leader for direction.

**General activities**

Support the OH WARN Leader by providing specific utility knowledge and sector representation by doing the following activities:

- Provide regular updates to the OH WARN Leader with significant changes in utilities’ status;
- Contact and receive calls from utilities in affected areas of the emergency regarding damages to services/infrastructure;
- Determine utility-specific resource and/or information needs;
- Maintain logs, Status Boards, and prepare Status Reports;
- Identify:
  - extent and type of customer and infrastructure damage;
  - general geographic location of utility outages;
  - expected duration of outages;

- numbers of customers affected by county; and
  - resource requirements and/or information needs.
- Assist utilities in procuring resources, personnel, and provisions necessary for restoration of services;
- Communicate utility damage information and restoration priorities between government agencies and utilities, as necessary;
- Ensure regular updates to the OH WARN Leader on restoration concerns;
- Assist with inter-utility response coordination;
- Facilitate utility mutual aid/assistance as necessary/requested;
- Serve as liaison between utilities and emergency management for extraordinary assistance;
- Through the OH WARN Leader, provide utility Status Reports and special needs requests as indicated; and
- Perform additional duties to support the utility sector as requested by the OH WARN Leader.

**Shift briefings should occur between the outgoing and incoming representatives and at a minimum include the following:**

- Alerts to any safety related issues that could impact utility personnel;
- A review of the Activity Log with particular emphasis given to the follow-up columns;
- Immediate tasks to be performed that have either been assigned by the OH WARN Leader or required by the follow-up information on the Activity Log;
- A review of the current Utilities Outage and Restoration Status Report; and



- A review of special key contact names and numbers outside of the OH WARN contact database developed during event communications.

**Mutual Aid / Assistance Request**

If mutual aid/assistance is needed, record the following:

- Name and contact information of utility representative;
- Utility name and type;
- Specific resource personnel/resources need;
- Specify required certification or specification;
- Date/time needed;
- Impact if delayed;
- Delivery point of resource;
- Logistical arrangements for any incoming personnel;
- Access routes into the affected area(s);
- Estimated duration of operations; and
- Risks and hazards.

**Stand Down Activities**

- Under direction of the OH WARN Leader to “stand down,” prepare a situation status report about the utilities you represent, including estimated outages, restoration and damages;
- Provide briefing to the OH WARN Leader;
- Remain available by phone to respond if activation staffing is increased; and
- Sign out.

**Shut Down Activities**

- Under direction of the OH WARN Leader to “shutdown,” return all non-expendable items and identify items that need to be replaced;
- Complete reports. Provide briefing on completed items and identify follow up items;
- Assist in returning all equipment to storage location;
- Sign out; and
- Be available to participate in After Action Report Reviews.





### ATTACHMENT K: OH WARN ACTIVITY LOG

**Purpose:** OH WARN Response Team members use this form this form (adapted from ICS 214) to track actions to request mutual aid/assistance. All Utility Members are encouraged to do the same.

**Instructions:** After reviewing the appropriate checklist for the task you are completing, complete boxes 1 – 3 with requested information. Put your response title in box 4. In box 5, note who you report to. In box 6, note what response time you are operating in. In box 7, note the personnel that are assigned to you, the position they fill and the utility from which they come (if different from yours). In box 8, track major activity you complete according to time of day using 24 hour clock. Put your name and title in box 9, once form is complete.

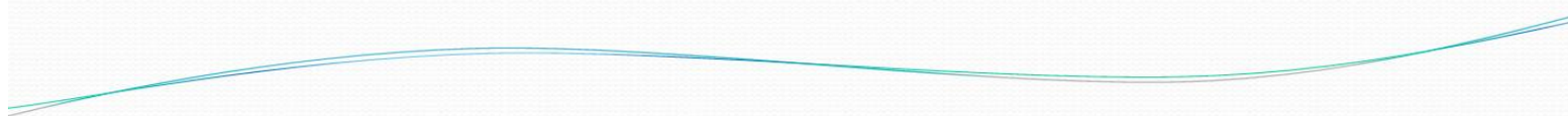
<b>OH WARN Coordination Activity Log</b>		1. Incident Name	2. Date Prepared	3. Time Prepared
4. Unit Name/Designators		5. Unit Leader (Name and Position)		6. Operational Period
7. Personnel Roster Assigned				
Name		Response Team Position		Home Utility
8. Activity Log				
Time	Major Activity			
9. Prepared by (Name and Position)				
All Times – Local 24 Hour Clock				

# ATTACHMENT L: OH WARN STATE EMERGENCY OPERATIONS CENTER/ WARN RESPONSE COORDINATION

**Purpose:** OH WARN Response Team Members if activated, need to know where to report at the county, state region, or state operations center.

**Instructions:** Use the following information to locate housing and feeding locations during your re-location to the pre-designated site as part of the OH WARN Response Team if activated.

<b>Pre-designated site</b>
Name of site:
Closest Airport:
Address:
Phone Number:
Fax:
Driving directions:
Map:
<b>Local Hotels Addresses and Phone Number</b>
Name:
Phone Number:
Address:
Name:
Phone Number:
Address:
Name:
Phone Number:
Address:
Name:
Phone Number:
Address:
<b>Local Restaurants and Eateries:</b>
Name:
Address:
Name:
Address:
Name:
Address:
Name:
Address:
<b>Additional Information:</b>

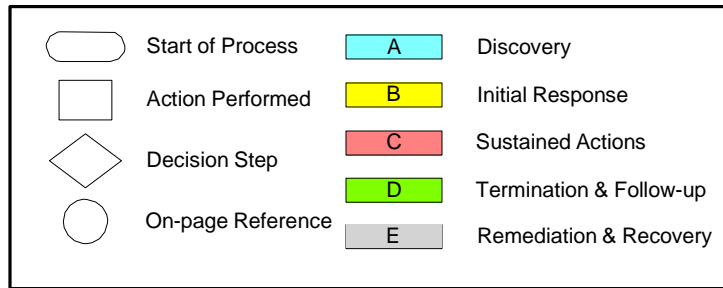






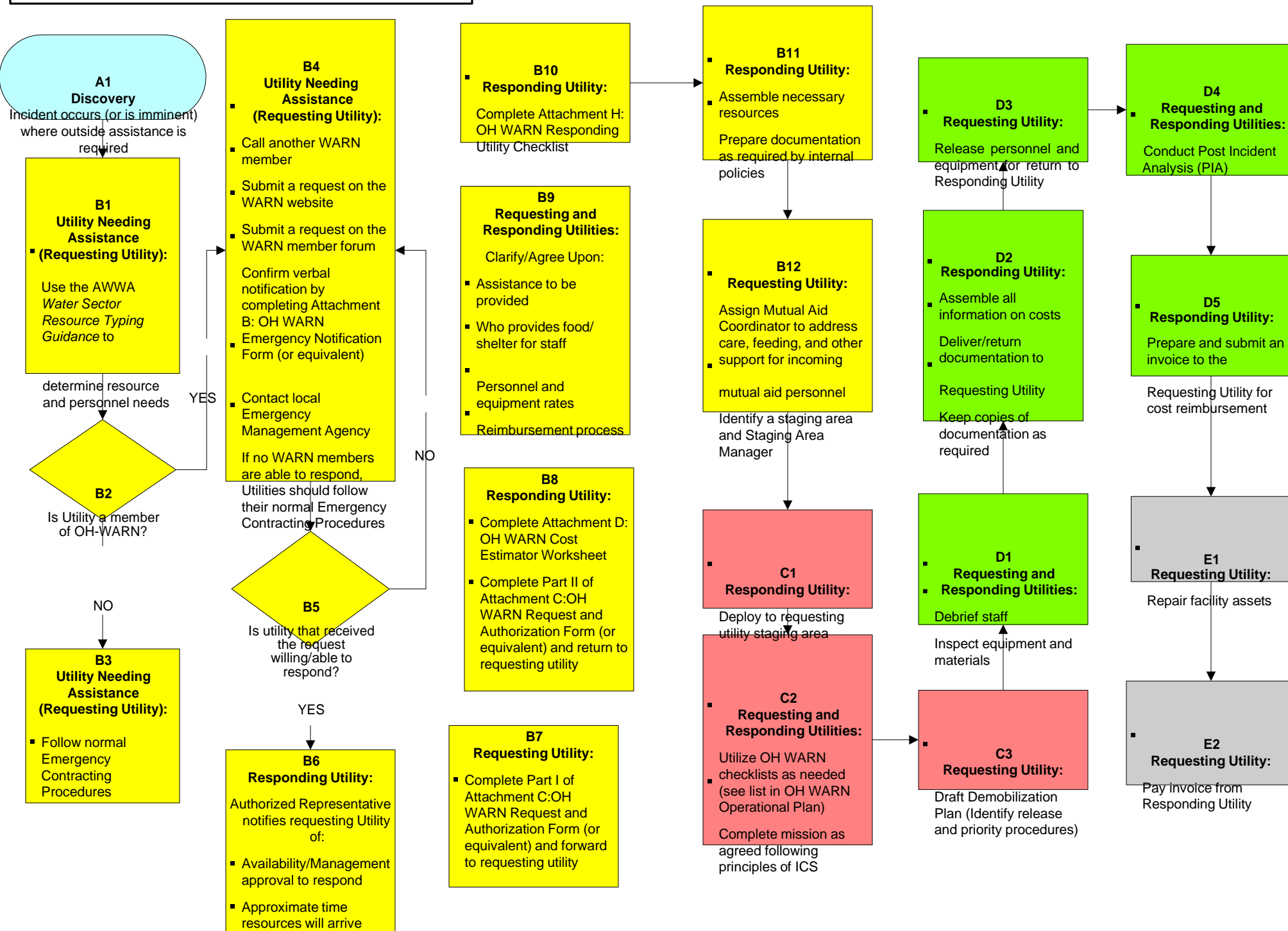
ATTACHMENT M: GENERAL OHWARN PROCESS FLOW DIAGRAM

LEGEND



GENERAL OH WARN PROCESS

Incident Notes:



## ATTACHMENT N: OH WARN OPERATIONAL PLAN PROJECT TEAM 2010

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